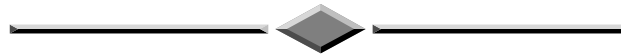# *California OSS OII*
Performance Measurements

Joint Partial Settlement Agreement

INTRODUCTION

~~This is a revision of a partial settlement agreement (hereinafter "the Agreement") originally submitted by parties on January 7, 1999 and resubmitted by the parties on May 3, 1999 to reflect subsequent agreements. The Agreement has been revised as ordered in Commission Decision No. 99-08-020, issued August 5, 1999.. The California Commission opened the OSS OII proceeding in early October 1997.[1] Following approximately three weeks of Commission sponsored workshops that ended in May 1998, a working group of CLECs and ILECs continued to identify open issues and clarify some of the consensus that had been tentatively reached. Subsequent findings were shared with the larger CLEC community in order to elicit their input and resolve open issues. On August 7, 1998, the CLECs and ILECs submitted a draft performance measurements matrix to the California Commission staff. Given the number of remaining open issues, the staff instructed the CLECs and ILECs to continue to work to resolve as many issues as possible. Since that time, parties have been successful in resolving many of the remaining issues.~~

~~In addition to the collaborative work regarding performance measures, the CLECs and ILECs have come to agreement on many of the issues regarding auditing and reporting. Parties have also resolved the appropriate analogs for service group types. With respect to analogs and benchmarks, ILECs and CLECs provided their informational position papers on December 4th and 10th =, 1998 respectively. In order to resolve the open issues that existed after the filings, the Commission staff held workshops December 14-16, 1998. The issues that were resolved during the workshops have been included in this partial settlement agreement. Remaining issues were decided by the Commission in the final order on performance measures issued August 5, 1999.~~
On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown[1].

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals.[2] The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as approved by the Commission in August 1999, called for a periodic review commencing in February 2000. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a

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[1] Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.
~~[1]~~

[2] A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

direct result of those collaborative sessions.

The issue of performance incentives is pending before the Commission.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

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~~VIII.~~ VII.   ~~VII.~~ ATTACHMENTS

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EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Pacific and GTEC to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves[3]. ~~In August of 1997, t~~The FCC's ~~*Ameritech Opinion*~~ 271 decisions have analyzed the nondiscriminatory access requirements of ~~§~~251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[4] The FCC further clarified ~~in the *Ameritech Opinion*~~ that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[5]

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

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[3] See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

[4] *See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region , InterLATA Service in the State of New York, CC Docket No.99-295. See also*, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), *writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). ("*Ameritech Opinion*"); *see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion")* CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (*citing, Ameritech Opinion* at 12 FCC Rcd 20618-19). *See also, Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

> "Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

[5] *See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region , InterLATA Service in the State of New York, CC Docket No.99-295. See also*, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; *See also, BellSouth (Louisiana II) Opinion* at ¶87 (*citing Ameritech Opinion* at 12 FCC Rcd at 20619).

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."[6]

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

> Address Verification/Dispatch Required
> Request for Telephone Number
> Request for Customer Service Record
> Service Availability
> Service Appointment Scheduling (due date)
> ~~Rejected/Failed Inquiries~~ Loop Qualification
> Facility Availability
> Rejected/Failed Inquiries

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has

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[6] Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. ~~If network outages do occur, the ILEC needs to provide notification so appropriate network management and customer notification can occur by CLECs~~. Network performance is evaluated on the quality of interconnection~~, the timeliness of notification of network outages~~ and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to ~~most~~ the procedures for auditing and review. Descriptions of these procedures can be found in Sections IV and V.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs**:**

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;

- reserve the right to contest the level of disaggregation for purpose of assessing penalties;

- reserve the right to contend that any resulting penalties should viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,

- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.

- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.

- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number	PRE-ORDERING	Page Number
1	Average Response Time (to Pre-Order Queries)	~~11~~

	ORDERING	
2	**Average FOC/LSC Notice Interval**	~~14~~
3	**Average Reject Notice Interval**	~~16~~
4	**Percent of Flow Through Orders**	~~18~~
	PROVISIONING	
5	**Percentage of Orders Jeopardized**	~~19~~
6	**Average Jeopardy Notice Interval**	~~20~~
7	**Average Completed Interval**	~~22~~
8	**Percent Completed within Standard Interval**	~~23~~
9	**Coordinated Customer Conversion**	~~24~~
9A	**Frame Due Time (FDT) Conversions as a Percentage on Time (Pacific Bell Only)**	
10	~~PNP~~LNP **Network Provisioning**	~~25~~
11	**Percent of Due Dates Missed**	~~26~~
12	**Percent Due Dates Missed Due to Lack of Facilities**	~~27~~
13	**Delay Order Interval to Completion Date**	~~28~~
14	**Held Order Interval**	~~29~~
15	**Provisioning Trouble Reports**	~~30~~
15A	**Average Time to Restore Provisioning Troubles**	
16	**Percent Troubles in 30 days for New Orders (Specials)**	~~31~~
17	**Percent Troubles in 7 (10) days for New Orders (Non-Specials)**	~~33~~
18	~~Average~~ **Completion Notice Interval**	~~34~~
	MAINTENANCE	
19	**Customer Trouble Report Rate**	~~35~~
20	**Percent of Customer Trouble not Resolved within Estimated Time**	~~36~~
21	**Average Time to Restore**	~~37~~
22	**POTS Out of Service less than 24 Hours**	~~38~~
23	**Frequency of Repeat Troubles in 30 day period**	~~39~~
	NETWORK PERFORMANCE	
24	**Percent Blocking on Common Trunks**	~~40~~
25	**Percent Blocking on Interconnection Trunks**	~~41~~
26	**NXX Loaded by LERG Effective Date**	~~42~~
27	~~Network Outage Notification~~ *Measure Deleted*	~~43~~
	BILLING	
28	**Usage Timeliness**	~~44~~
29	**Accuracy of Usage Feed**	~~45~~
30	**Wholesale Bill Timeliness**	~~46~~
31	**Usage Completeness**	~~47~~
32	**Recurring Charge Completeness**	~~48~~
33	**Non-Recurring Charge Completeness**	~~49~~
34	**Bill Accuracy**	~~50~~
35	~~Duplicate Billing~~ **(replaced with)Billing Completion Notice Interval (Pacific Bell only)**	~~51~~
36	**Accuracy of Mechanized Bill Feed**	~~52~~

NOTES:

1. *Not all measures apply to both ILECs.*

2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.*

3. *Details regarding implementation schedules for new measures are documented in Section VI (Implementation Schedules) .*

OSS OII Performance Measurements
Report Requirements

Pre-Ordering   **Measure 1**

Title: Average Response Time (to Pre-Order Queries)

Area	*Requirement Description*

Description:	This measure captures T̶the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.
	• Address Verification/Dispatch Required
	• Request for Telephone Number
	• Request for Customer Service Record
	• Service Availability
	• Service Appointment Scheduling (due date)
	• Rejected/Failed inquires
	• Facility Availability (Pacific Bell Only)
	• Loop qualification
	    • Loop Qual (Mechanized)
	    • K1023 loop qualification (Pacific Bell)
	        • xDSL and High Bandwidth line sharing UNE loop qualification
	        • All Other loop qualification

Method of Calculation:	**Mechanized:** **Pre - Order Query Transaction Time (Pacific Bell Only)** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries ~~Submitt~~Returned in Reporting Period) ~~**OSS Interface Transaction Time (GTE only)**~~ ~~Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)~~ ~~**OSS Interface Transaction Time (Pacific Bell Only)**~~ ~~Sum ((Query Submission Date and Time to Legacy System Access) – (Query Submission Date and Time to OSS Interface) + (Query Response Date and Time to CLEC) – (Query Response Date and Time from Legacy System Access)) / (Number of Queries Submitted in Reporting Period)~~ **Legacy System Transaction Time (~~Pacific Bell and~~ GTE only)** Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries ~~Submitt~~Returned to Legacy System in Reporting Period) **Loop Qualification/Facility Availability Transaction Time (Pacific Bell Only)** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries ~~Submitt~~Returned in Reporting Period) **Loop Qualification Transaction Time (GTE Only)** Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) ~~**Manual:**~~ ~~(Pacific Bell and GTE –~~ **Manual CSRs** ~~only)~~ **(Pacific Bell and GTE)** (# of CSR's Returned within "X" Business Hours) / (# of CSRs Returned) x 100 ~~**(Pacific Bell and GTE - Facilities Availability only)**~~ ~~Define parameters of those processes and measurements necessary to~~ ~~Provide CLECs with prompt responses to inquiries into facility~~ ~~Availability and loop characteristics~~ ~~**(Pacific Bell - Facilities Availability only)**~~ ~~Measure K1023 process~~
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide

Measurable Standard:	**Mechanized:** ~~**Pacific B**~~ 　　~~Interface transaction time: File proposed interface transaction time benchmark with the Commission by October 1, 1999~~ 　　~~Legacy System Time: Parity~~

Mechanized:

~~**Pacific B**~~

　　~~Interface transaction time: File proposed interface transaction time
　　benchmark with the Commission by October 1, 1999~~

　　~~Legacy System Time: Parity~~

	Pacific Bell	GTE
Standard:		
Address ~~Validation~~verification	av. 4.5 seconds	Legacy Time + 5 seconds
TN Selection	av. 4.5 seconds	Legacy Time + 5 seconds
CSR	av.10.0 seconds	98% within 3 hrs.
(WISE)		
		EDI/CORBA TBD
Service Availability	av. 8.0 seconds	Legacy Time + 5 seconds
Due Date	av. 2.0 seconds	Legacy Time + 5 seconds
Reject/Failed Inquiries		Legacy Time + 5 seconds
Dispatch	av. 11.0 seconds	N/A (Inc. in Add. Verification)

~~**GTE:**~~

~~Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000~~

Manual CSRs:

Pacific Bell:

Benchmark:

- Standard - 95% in 4 hours

GTE:

Benchmark:

~~Electronically Received: Standard - 95% in 4 hours~~

- ~~Fully Manual:~~ Standard - 9~~5~~8% in 24 hours

~~**Pacific Bell and GTE:**~~

~~**Facilities Availability Inquiries**~~**Mechanized Loop Qualification:**

- Standard - Parity (Pacific Bell)
- Standard - Benchmark - TBD (GTE)

~~**K1023**~~ **Manual Loop Qualification (K1023)** ~~**Process**~~ **(Pacific Bell only)**

Business Rules:	• ~~For Pacific Bell, p~~Pre-order query transaction time intervals are measured as total transaction time.~~, beginning with the receipt of the pre-order query after it has passed the Pacific Bell security "firewall" (PRAF), including the round trip time required to process through the OSS interface and the ILEC legacy system, and ending with the pre-order response at the Pacific security "firewall".~~ • For Pacific Bell, excludes CSR requests (both manual and mechanized) for greater than 50 working telephone numbers • For Pacific Bell, fully electronic pre-order query response times will be measured for the Verigate, Datagate and Loop Qual systems. Pre-ordering functionality only recently made available for EDI/CORBA. Benchmarks will be established by October 1, 2000. • For GTE fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For GTE, manual CSRs measured in clock hours; excludes non-business days. • Elapsed time for ~~F~~fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. (Pacific Bell only) • Elapsed time for manual processes tracked during published business hours.(Pacific Bell only) • Response time for Pacific Bell's Starwriter system is measured at parity based on % within 4 seconds.

Notes:	• GTE does not have the ability to report by query type until EDI/CORBA is implemented (planned for 3rd Quarter 1999). • Pacific Bell, GTE and the CLECs shall submit information in a joint recommendation to the Commission by February 1, 2000 fully defining all processes employed to determine facility availability and basic loop characteristics, proposed measurements and timeline for implementation. • GTE shall develop and implement processes to electronically respond to all pre-order queries except facilities availability inquiries. Those processes should be consistent with change management rules and be completed by October 4, 1999. Procedures for responding to facilities availability requests should be developed and a complete description of the proposed changes and a timeline for implementation submitted by February 1, 2000. • GTE shall obtain and complete a third-party audit by November 3, 1999 to determine the availability of processes outside of the ordering process that make information on facility availability or basic loop characteristics available to its retail operations. For processes available for ascertaining any facility availability information using GTE's Local Service Request service order inquiry process, an initial audit should verify whether this process provides facility availability information in a manner that is "parity by design". • GTE shall obtain and complete a third-party audit of its system by November 3, 1999 to verify that CLEC pre-ordering queries are processed as quickly as GTE's internal retail pre-ordering queries. • The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • GTE will supply all available loop qualification data, however GTE will not support manual engineering query for loop qualification. • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

<u>*Ordering*</u>   **Measure 2**

Title: Average FOC/LSC Notice Interval

Area	*Requirement Description*
Description:	Measures the average time from receipt of a <u>valid</u> service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Method of Calculation:	**Mechanized:** Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period) **Held and Denied Interconnection Trunk Requests:** [(Sum (Date Request is Released) – (Date Request is Originally Received)-]/ (Number of Requests Held and Released)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	• Electronically received/electronically handled • Electronically received and manually handled • Manually received and manually handled • By service group type and Stand Alone Directory Listings (GTE only) ~~Pacific Bell will report Interconnection trunks by New and Augment~~
Geographic Level:	Statewide

Measurable Standard:	—Service Group Types:	

	Pacific Bell
	 • Resale Residential POTS
	 • Resale Business POTS
	 • Resale ISDN BRI
	 • Resale CENTREX
	 • Resale PBX
	 • Resale DDS
	 • Resale DS1/ISDN-PRI
	 • Resale DS3
	 • Resale VGPL/DS0
	 • 2/4w (8db) analog loop (incl. Coin/analog PBX)
	 • 2w digital loop(ISDN capable)
	 • 2w digital loop(xDSL capable)
	 • High Bandwidth Line Sharing UNE
	 • 4w digital loop DS1)
	 • UNE Dark Fiber
	 • UNE Port– Non-Specials)
	 • UNE Port–Specials
	 • UNE Dedicated Transport
	   • DS1
	   • DS3
	 • Enhanced Extended Links
	   • VG
	   • DS1
	   • DS3
	 • UNE Platform
	   • Basic port and loop
	   • Special port and basic loop
	   • ISDN BRI port and loop
	   • ISDN PRI port and loop
	 • Standalone LNP
	 • Interconnection Trunks
		GTE
		 • Resale POTS- Residence
		 • Resale POTS-Business
		 • Resale Specials
		 • UNE loop Nondesigned
		 • UNE loop Designed
		 • UNE loop xDSL capable
		 • UNE loop IDSL capable
		 • UNE Port
		 • UNE Transport
		 • UNE Platform
		 • UNE-P Res
		 • UNE-P Bus
		 • UNE-P PRI
		 • Interconnection Trunks
		 • Line Sharing - Conditioned
		 • Line Sharing - Non -Conditioned
		 • LNP
		 • EEL
		 • Subloop
		 • Dark Fiber

Measurable Standard:	<u>**Benchmark:**</u>
	—**Fully Electronic/Flow Through:**
	    • <u>-Standard - average of 20 minutes</u>
	
	—**Electronically Received/Manually Handled**
	    • <u>-Standard - average of 6 hours</u>
	
	—**Manually received/Manually Handled**
	    • <u>Standard - average of 12 hours</u>
	
	—<u>**Projects:**</u>
	    • <u>Standard -90% within 72 hours (Pacific Bell)</u>
	
	—**Interconnection Trunks**
	    • <u>Standard:</u>
	        Pacific Bell: **GTE:**
	Average 7 business days (New) Average 5 business day <u>(All)</u>
	Average 4 business days (Augment)
	
	—**Interconnection Trunk Requests:**
	    Held and Denied – Average Interval ~~(reported as diagnostic result)~~
	        • <u>Standard - Parity (Pacific Bell only)</u>

Business Rules:	• The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.
	  ─Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB)
	  • ~~Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE).~~
	• Excludes non-business days.
	• Excludes delays caused for customer reasons
	• Elapsed time for ~~F~~fully electronic sub-measures ~~measured against~~ tracked during system hours.
	• Loop qualification/availability of facilities interval is ~~removed~~excluded from overall FOC interval for the following products: (Pacific Bell only)
	  • xDSL and High Bandwidth line sharing UNE
	  • ISDN
	  • Channelized DS1
	  • DS3
	  • Unbundled Dedicated Transport - DS3
	• ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required
	• Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)

Notes:	~~Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines".~~ ~~GTE will report Average Interval for Interconnection Trunk Requests - Held and Denied, no later than November 1999.~~ ~~GTE shall develop and implement a fully-electronic order processing procedure as soon as possible but no later than February 1, 2000 to meet the above benchmark for electronically-transmitted/electronically processed service requests.~~ ~~All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000.~~ ~~Pacific Bell and GTE shall report the average time to release held and denied interconnection trunk requests as a diagnostic measure beginning in November 1999 and submit proposed permanent standards by February 1, 2000.~~ • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time. ~~ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.~~

OSS OII Performance Measurements
Report Requirements

Ordering   **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description:	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation:	**Mechanized:** Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (#Number of MechanizedOrders Rejected in the Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of ~~valid~~ fax service request)) / (Number of Faxes ~~Submitted~~ Rejected in ~~r~~Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By:	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax(edit engine) and content errors (other edits)
	  • Resale orders~~,~~- High Bandwidth line sharing UNE,~~and~~ other Facility based/UNE orders and standalone Directory Listings
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)
	• Manually received and handled (fax)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)

Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell and GTE:**
	Benchmark:
	
	Fully Electronic/Flow Through:
	    • Standard - average of 20 minutes
	
	Electronically Received/Manually Handled:
	    • Standard - average of 5 hours
	
	Manually received/Manually Handled:
	    • Standard - average of 10 hours
	
	Projects:
	    • Standard -90% within 72 hours (Pacific Bell only)

Business Rules:	• ~~System hours used to measure interval for fully electronic process~~
	• Elapsed time for fully electronic sub-measures tracked during system hours
	• For manually handled requests:
	    Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
	• Business day = Monday through Friday, excluding weekends and ILEC published holidays ~~(PB).~~
	• ~~Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE)~~
	• Excludes non-business days
	• Excludes delays caused for customer reasons
	• Loop qualification/facility availability interval is removed from the overall reject~~FOC~~ interval for the following products: (Pacific Bell only)
	    • XDSL
	    • High Bandwidth line sharing UNE
	    • ISDN
	    • Channelized DS1
	    • DS3
	    • Unbundled Dedicated Transport - DS 3
	• ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.
	• Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)

Notes:	• All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000. (Benchmarks for GTE are still interim.) ~~GTE shall develop and implement a fully electronic order processing procedure as soon as possible but no later than February 1, 2000 to meet the benchmarks set forth in this measure.~~ ~~ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.~~ • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering   **Measure 4**

Title: Percentage of Flow-Through Orders

Area	_Requirement Description_
Description:	Measures the percentage of <u>electronically received</u> ~~mechanized service requests~~ <u>orders</u> processed on a flow through basis.
Method of Calculation:	[(Number of valid <u>electronically received</u> ~~mechanized~~ orders that flow-through without manual intervention) / (Total valid <u>electronically received</u> ~~mechanized service requests~~ <u>orders</u>)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	~~All electronic interfaces~~<u>Orders that flow through as a percentage of:</u> - <u>All electronically received orders programmed to flow through.</u> - <u>All electronically received orders.</u> ~~SGT/SOT (including PNP~~<u>LNP</u>~~) limited to those currently programmed to flow-through~~ ~~SGT/SOT aggregate data includes all service group/service order combinations received electronically.~~
Geographic Level:	Statewide
Measurable Standard:	**<u>Diagnostic only</u>** _Issue of how to evaluate performance will be reconsidered ~~in February 2000~~ <u>at next Performance Measurement Plan review</u>._
Business Rules:	<u>Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors.</u>
Notes:	

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*
Description:	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
Method of Calculation:	((Number of Orders Jeopardized) / (Number of Orders Confirmed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and ILEC Affiliates
Reported By:	~~By electronic interface~~ • By service group type ~~By lack of facilities and all other~~
Geographic Level:	Statewide

Measurable Standard:	Pacific Bell: Parity for Resale is Retail ~~for Pacific Bell and GTE~~ Parity ~~for UNE~~ measured for the following UNEs:	Pacific Bell ~~Retail~~	~~GTE Retail~~
	• 2/4w (8db) analog loop (incl. Coin/analog PBX) • UNE Subloop ~~2/4w (5.5 db) assured analog loop~~	• POTS - Business (fielded)	~~B1 Dispatch Non-Designed~~ ~~Dispatch Designed Services~~
	• 2w digital loop(ISDN capable) • UNE Subloop	~~POTS - Business (Assured)~~ • ISDN(BRI)	~~Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop(xDSL capable) • UNE Subloop	• ~~ADSL~~2w digital loop(xDSL capable) provided to ASI	~~Dispatch Designed Services~~
	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)	~~CentraNet Simple CentraNet Complex CentraNet Complex CentraNet Complex~~

	• High Bandwidth Line Sharing UNE
	   • Conditioned
	   • Non-Conditioned
		• High Bandwidth Line Sharing UNE provided to ASI	~~CentraNet Complex HICAP Designed~~

	• 4w digital loop (~~1.544Mbps capable/HDSL~~) DS1 • UNE Subloop	• ~~ISDN(PRI)~~/DS1	~~N/A ILEC Dedicated Trunks~~
	• Dark Fiber	*Diagnostic*	
	• UNE Port ~~Basic Analog/ Coin~~ Non-Specials ~~UNE Port CENTREX~~ ~~UNE Port ISDN (BRI)~~ ~~UNE Port DS1/ISDN PRI (incl. DS1 line port)~~	• POTS - Business (non-fielded) ~~CENTREX~~ ~~CENTREX~~ ~~DS1/ISDN(PRI)~~ ~~PBX DID~~	

	• UNE Port ~~PBX DID~~Specials
	 • UNE Dedicated Transport
	   • ~~(incl.~~DS1 ~~and~~
	   • DS3)
		• Retail Specials (non-fielded)
		 • HICAP
		   • (DS1)
		   • (DS3)	

	• Enhanced Extended Links
	   • VG - Conversion
	   • DS1 - New
	   • DS1 -Conversion
	   • DS3- New
	   • DS3-Conversion
		(*TBD*)	

	UNE Platform (PB only • Basic port and loop • Special port and basic loop	~~Analogous Retail Service~~ • Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW	
	• ISDN BRI port and loop • ISDN PRI port and loop	• ISDN BRI FW/NFW • ISDN PRI FW/NFW • ILEC Dedicated Trunks	

Measurable Standard:	**GTE**	
		Retail
	• Resale POTS- Residence	• POTS - Business (Residence)
	• Resale POTS-Business	• POTS - Business (Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE Loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Retail POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes delays for customer reasons. • ~~Pacific Bell's r~~Raw data will include jeopardy codes. • For Pacific Bell ~~R~~results for UNE Subloop will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	
Notes:	~~CLECs/ILECs agree to postpone implementation of this measure until process is mechanized.~~ • Does not include missed commitments.~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~	

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 6

Title: Average Jeopardy Notice Interval

Area	*Requirement Description*
Description:	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	**Assignment:** *Jeopardies identified during assignment* Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of ~~Order Jeopardized~~ Assignment Jeopardy Notices) **Installation:** *Jeopardies identified during installation prior to due time* Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices) **Notification of Missed Commitments** Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	• ~~By electronic interface~~ • By service group type, with same service group type disaggregation as Measure 5. • ~~By lack of facilities and all other~~
Geographic Level:	Statewide

Measurable Standard:	**Service Group Types:**		
	Pacific Bell	**GTE**	
	• Resale Residential POTS	• Resale POTS- Residence	
	• Resale Business POTS	• Resale POTS-Business	
	• Resale ISDN BRI	• Resale Specials	
	• Resale CENTREX	• UNE loop Nondesigned	
	• Resale PBX	• UNE loop Designed	
	• Resale DDS	• UNE loop xDSL capable	
	• Resale DS1/ISDN-PRI	• UNE loop IDSL capable	
	• Resale DS3	• UNE Port	
	• Resale VGPL/DS0	• UNE Transport	
	• 2/4w (8db) analog loop (incl. Coin/analog PBX)	• UNE Platform	
	• UNE Subloop	• UNE-P Res	
	• 2w digital loop(ISDN capable)	• UNE-P Bus	
	• UNE Subloop	• UNE-P PRI	
	• 2w digital loop(xDSL capable)	• Interconnection Trunks	
	• UNE Subloop	• Line Sharing - Conditioned	
	• High Bandwidth Line Sharing UNE	• Line Sharing - Non -Conditioned	
	• Conditioned	• LNP	
	• Non-Conditioned	• EEL	
	• 4w digital loop DS1)	• Subloop	
	• UNE Subloop	• Dark Fiber	
	• UNE Dark Fiber		
	• UNE Port– Non-Specials		
	• UNE Port–Specials		
	• UNE Dedicated Transport		
	• DS1		
	• DS3		
	• Enhanced Extended Links		
	• VG - Conversion		
	• DS1 - New		
	• DS1 - Conversion		
	• DS3 -New		
	• DS3 - Conversion		
	• UNE Platform		
	• Basic port and loop		
	• Special port and basic loop		
	• ISDN BRI port and loop		
	• ISDN PRI port and loop		

Measurable Standard:	~~Pacific Bell shall, beginning September 1999, work together with the CLECs to develop benchmarks proposal within a four month period and jointly recommend benchmark standards to the Commission by February 1, 2000. If recommended benchmark standards cannot be agreed to and submitted by that date, a benchmark proposal for comment should be filed by Pacific Bell during the February 1, 2000 proceedings.~~
	
	<u>Benchmark (Pacific Bell only)</u>
	 • Standard - Assignment Jeopardies - 90% within 1 day
	       Install. Jeopardies (POTS) 95% within 15 minutes
	       Install. Jeopardies (Specials) 95% within 3 hours
	       Missed Commit Notices 95% within 24 hours
	
	GTE shall begin reporting ~~the measurement and commence the collection of data at the end of the six month programming period to develop a proposed benchmark standard and file the proposed benchmark with the Commission within four months of beginning to report the measure.~~<u>June 2000 data on July 15, 2000. GTE will propose benchmark after four months of data collection.</u>

Business Rules:	• Excludes delays for customer reasons. • ~~Pacific Bell's r~~Raw data will include jeopardy codes.
Notes:	• ~~——~~If the ILECs' policy ~~changes~~ regarding jeopardy notices to their Retail customers <u>changes</u>, this measure should be evaluated for analog. ~~Pacific Bell shall begin issuing jeopardy notices by August 1, 1999.~~ ~~Pacific Bell shall begin reporting according to the terms of this measurement by September 1, 1999.~~ ~~GTE shall begin the programming changes necessary to issue the three categories of notices discussed in this measure.~~ ~~GTE shall begin issuing jeopardy notices by May 3, 2000. If fourth quarter Y2K concerns interfere with this requirement, work shall continue as soon as internal operational programming is resumed.~~

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 7**

Title: Average Completed Interval

Area	Requirement Description
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail for** ~~**Pacific Bell and GTE.**~~ **Parity for UNE measured for the following UNEs:**	**Pacific Bell Retail**	~~**GTE Retail**~~
	• 2/4w (8db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)	~~B1 Dispatch Non Designed~~
	~~2/4w (5.5 db) assured analog loop UNE Subloop~~	~~POTS - Business (Assured)~~	~~Dispatch Designed Services~~
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)	~~Dispatch Designed Services~~
	• 2w digital loop(xDSL capable) • conditioned • non-conditioned • UNE Subloop	• ~~2w~~ 2w digital loop (xDSL capable) provided to ASI	~~Dispatch Designed Services~~
	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)	~~Dispatch Designed Services~~
	• High Bandwidth line sharing • Conditioned • Non-conditioned	• High Bandwidth line sharing provided to ASI	~~CentraNet Simple~~ ~~CentraNet Complex~~
	• 4w digital loop ~~(1.544Mbps capable/HDSL)~~ (DS1)	• ISDN(PRI)/DS1	~~CentraNet Complex~~
	• UNE Port ~~Basic Analog/ Coin~~ Non-Specials	• POTS - Business (non -fielded) ~~CENTREX~~	~~CentraNet Complex~~
	~~UNE Port-CENREX~~ ~~UNE Port-ISDN (BRI)~~ ~~UNE Port-DS1/ISDN-PRI~~ ~~(incl. DS1 line port)~~	CENTREX DS1/ ISDN(PRI)	~~CentraNet Complex~~
	• UNE Port ~~PBX DID~~ Specials	• ~~PBX DID~~ Retail Special Services	~~HICAP Designed~~
	• UNE Dedicated Transport • ~~(incl.DS1 and~~ • ~~DS3)~~	• HICAP • ~~DS1~~ • DS3	~~N/A~~ ~~ILEC Dedicated Trunks~~
	• Dark Fiber • Enhanced Extended Links • VG - Conversion • DS1 - New • DS1 -Conversion • DS3- New • DS3-Conversion	(Diagnostic) (TBD)	
	UNE Platform ~~(PB only)~~ • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	~~Analogous Retail Service~~ • Business POTS FW/NFW • Retail Voice Grade Specials • ISDN BRI FW/NFW • ISDN PRI FW/NFW	

Measurable Standard:	**GTE** **Retail**

	• Resale POTS- Residence • POTS - Business (Residence)
	• Resale POTS-Business • POTS - Business (Business)
	• Resale Specials • Retail Specials
	• UNE loop Nondesigned • B1 Dispatched Non Designed
	• UNE loop Designed • Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable • *(TBD until SDA is established)*
	• UNE loop IDSL capable • *(TBD until SDA is established)*
	• UNE Port • CentraNet
	• UNE Transport • HICAP Designed
	• UNE Platform
	     • UNE-P Res • Residential POTS
	     • UNE-P Bus • Business POTS
	     • UNE-P PRI • ISDN PRI
	• Interconnection Trunks • ILEC Dedicated Trunks
	• Line Sharing - Conditioned • *(TBD until SDA is established)*
	• Line Sharing - Non -Conditioned • *(TBD until SDA is established)*
	• LNP • *Retail POTS*
	• EEL • *(Diagnostic)*
	• Subloop • *(Diagnostic)*
	• Dark Fiber • *(Diagnostic)*

Business Rules:	• Excludes customer requested due dates ~~beyond~~ other than interval offered, and orders - delayed for customer reasons. (Pacific Bell only) • Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE) • For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only) • Excludes projects. (Pacific Bell only) • GTE will not exclude projects. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI. (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.

Notes:	• Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines".
	~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog~~ For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.
	• Currently, Pacific can not differentiate between residential and business 2-wire (8db) Therefore, the Measurable Standard for such loops is POTS-Business.

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 8**

Title: Percent Completed Within Standard Interval

Area	Requirement Description
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation:	Sum (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type excluding services with flexible due dates.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	Pacific Bell **Parity for Resale is Retail** ~~for Pacific Bell and GTE.~~ **Parity for UNE measured for the following UNEs:**	Pacific Bell Retail	~~GTE Retail~~
	~~2/4w (5.5 db) assured analog loop~~ ~~UNE subloop~~	~~POTS - Business (Assured)~~	~~Dispatch Designed Services~~
	• 2w digital loop(ISDN capable) • UNE subloop	• ISDN(BRI)	~~Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop(xDSL capable) • UNE subloop	• ~~ADSL~~2w digital loop (xDSL capable) provided to ASI	
	• 2w digital loop(IDSL capable) • UNE subloop	• ISDN (BRI)	~~Dispatch Designed Services~~
	• High Bandwidth line sharing • Conditioned • Non-Conditioned	• High Bandwidth line sharing provided to ASI	~~CentraNet - Simple CentraNet - Complex CentraNet - Complex CentraNet - Complex~~
	• 4w digital loop (~~1.544Mbps capable/HDSL~~)(DS1) ~~UNE Port- Basic Analog/Coin~~ ~~UNE Port- CENTREX~~ ~~UNE Port- ISDN (BRI)~~	• ~~ISDN(PRI)~~/DS1 ~~POTS - Business (fielded)~~ ~~CENTREX~~ ~~CENTREX~~	~~CentraNet - Complex~~ ~~HICAP Designed~~
	• Dark Fiber	~~DS1/ISDN(PRI)~~Diagnostic	~~N/A~~
	• UNE Port ~~DS1/ISDN-PRI~~ Specials (incl. DS1 line port) ~~UNE Port- PBX DID~~	• Retail Specials ~~PBX DID~~	~~ILEC Dedicated Trunks~~
	• Enhanced Extended Links • VG - Conversion • DS1 - New • DS1 -Conversion • DS3- New • DS3-Conversion	(TBD)	
	• UNE Dedicated Transport • (incl. DS1 • and DS3)	• HICAP • DS1 • DS3 •	
	UNE Platform (~~PB only~~) • Special port and basic loop	~~Analogous Retail Service~~ • Retail Voice Grade Specials FW/NFW	
	• ISDN BRI port and loop • ISDN PRI port and loop	• ISDN BRI FW/NFW • ISDN PRI FW/NFW	
		• ILEC Dedicated Trunks	
	GTE Resale Specials	Retail Specials	

Business Rules:	• Excludes customer requested due dates ~~greater~~ other than the standard interval, and orders delayed for customer reasons. (Pacific Bell only) • Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. (GTE only) • Excludes services with flexible due date i.e., Basic Exchange services/POTS (Pacific Bell only), ~~and B1/R1 Service (GTE)~~. • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI. (Pacific Bell only) . • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. (Pacific Bell only)
Notes:	~~Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines".~~ • ~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~ For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	Requirement Description
Description:	**Pacific Bell:** Measures the percentage of coordinated ~~orders~~ cutovers (TBCC/CHC) completed ~~on~~by Committed time* ~~for all orders~~ where CLEC has requested coordination (including ~~PNP~~LNP). * Note: "~~On~~Committed time" means within one hour of committed order due time **GTE:** Measures the percentage of coordinated orders (CHC)completed by committed time* for all orders where CLEC has requested coordination (including LNP) *Note: "Committed time" means within one hour of committed order due time
Method of Calculation:	**Pacific Bell** ((Number of coordinated ~~orders~~ cutovers completed by committed ~~due date and~~ time) / (Count of coordinated ~~orders~~ cutovers ~~completed~~ scheduled in reporting period)) x 100 **GTE** (Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• Residence and Business conversions~~, including~~and ~~PNP~~LNP
Geographic Level:	Statewide

Measurable Standard:	**Parity for Pacific Bell and GTE:**		
		Pacific Bell Retail ———— **GTE Retail**	
	Coor. Conversions (Res.)	Coor. Conv. -Res	Coor. Conv. -Res
	Coor. Conversions (Bus.)	Coor. Conv. -Bus	Coor. Conv. -Bus
	Coor. Conversions	Coor. Conv. -	Coor. Conv. -
	(~~PNP~~LNP-Port Out)	(~~PNP~~LNP-Port In/Back)	(~~PNP~~LNP-Port In/Back)
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).		
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. (Pacific Bell only)		

OSS OII Performance Measurements

Report Requirements

Provisioning   Measure 9A

Title: Frame Due Time Conversions as a Percentage On-Time - Pacific Bell only

Area	Requirement Description
Description:	Measures the percentage of Frame Due Time cutovers completed ~~on~~by Committed time* for all orders where CLEC has requested FDT. *Note: "~~On~~Committed time" means within 1 hour of committed~~nfirmed order~~ frame due time (example: order with 4pm due time will be completed by 5pm).*
Method of Calculation:	((Number of frame due time cutovers completed by ~~due date and~~ Committed time) / (Count of frame due time cutovers scheduled in reporting period)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Basic loops with LNP, Basic loops without LNP, Standalone LNP.
Geographic Level:	Statewide
Measurable Standard:	**Benchmark** • Standard ~~is~~ 95% in 1 hour
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested FDT orders only
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. • Up to 19 loops, or up to 99 telephone numbers on standalone LNP.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 10**

Title: ~~PNP~~LNP Network Provisioning

Area	Requirement Description
Description:	Measures ~~PNP~~LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of ~~PNP~~LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**~~Parity for~~ ~~GTE~~** **Benchmark for Pacific Bell ~~and GTE~~** • ~~-~~Standard - no more than .25% failure **Benchmark for GTE** • Standard - no more than 2% failure

Business Rules:	• Provisioning failure data will be collected <u>as follows:</u> ~~at two points in the provisioning process:~~
	      • ~~Partial failures of NPAC broadcasts to reach and be processed by the ILEC LSMS~~
	      • <u>Will be tracked for</u> ~~I~~individual network database failures - failures to provision between the ILEC LSMS and ~~PNP~~LNP network databases (STP or SCP)
	 • Excludes total failures from the NPAC to *all* LSMS systems.
	 • Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) <u>(Pacific Bell only)</u>
	 • <u>Excludes large porting activities (500 TNs or greater) (Pacific Bell only)</u>

Notes:	• ~~GTE shall begin reporting by November 1, 1999~~

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*
Description:	Measures the percent of new, move and change orders where installation was not completed by the due date.
Method of Calculation:	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	Pacific Bell Parity for Resale is Retail ~~for Pacific Bell and GT~~E Parity for UNE measured for the following UNEs:	Pacific Bell Retail	~~GTE Retail~~

	• 2/4w (8db) analog loop (incl. Coin/analog PBX)
	  • UNE Subloop
	~~2/4w (5.5 db) assured analog loop~~
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • UNE Subloop
	• 2w digital loop(IDSL capable)
	  • UNE Subloop
	• High Bandwidth line sharing UNE
	
	  • Conditioned
	  • Non-Conditioned
	• 4w digital loop ~~(1.544Mbps capable/HDSL)~~(DS1)
	• UNE Port ~~Basic Analog/Coin~~Non-Specials
	~~UNE Port- CENTREX~~
	~~UNE Port- ISDN (BRI)~~
	• UNE Port ~~DS1/ISDN-PRI~~ Specials ~~(incl. DS1 line port)~~
	~~UNE Port- PBX DID~~
	• UNE Dedicated Transport
	  • ~~(incl.~~DS1
	  • ~~and~~ DS3)
	
	• Dark Fiber
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	
	UNE Platform ~~(PB only)~~
	  • Basic port and loop
	  • Special port and basic loop
	
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	
	• Interconnection Trunks
		• POTS - Business (fielded)
		
		~~POTS - Business (Assured)~~
		
		• ISDN(BRI)
		
		• ~~ADSL~~2w digital loop (xDSL capable) provided to ASI
		• ISDN(BRI)
		
		• High Bandwidth line sharing UNE provided to ASI
		~~ISDN(PRI)/~~
		
		• DS1
		
		• POTS - Business (non-fielded)
		~~CENTREX~~
		~~CENTREX~~
		~~DS1/ISDN(PRI)~~
		
		• ~~PBX DID~~Retail Specials (non-fielded)
		• HICAP
		  • ~~DS1~~
		  • ~~DS3~~
		
		Diagnostic
		(TBD)
		
		~~Analogous Retail Service~~
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW
		
		• ILEC Dedicated Trunks
			~~B1 Dispatch Non-Designed~~
			
			~~Dispatch Designed Services~~
			
			~~Dispatch Designed Services Dispatch Designed Services~~
			
			~~Dispatch Designed Services~~
			
			~~CentraNet- Simple~~
			~~CentraNet- Complex~~
			~~CentraNet- Complex~~
			~~CentraNet- Complex~~
			
			~~CentraNet- Complex~~
			~~HICAP Designed~~
			
			~~N/A~~
			~~ILEC Dedicated Trunks~~

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• POTS - Business (Residence)
	• Resale POTS-Business	• POTS - Business (Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI . (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Excludes record only and ILEC official orders.	
Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • ~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~	

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 12**

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	Requirement Description
Description:	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation:	((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~ **Parity** ~~for UNE~~ **measured for the following UNEs:**	**Pacific Bell Retail**	~~GTE Retail~~
	• 2/4w (8db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)	~~B1 Dispatch Non-Designed~~
	~~2/4w (5.5 db) assured analog loop~~	~~POTS - Business (Assured)~~	
			~~Dispatch Designed Services~~
	• 2w digital loop(ISDN capable)	• ISDN(BRI)	
	• 2w digital loop(xDSL capable)	• ~~ADSL~~2w digital loop(xDSL capable) provided to ASI	~~Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop(IDSL capable)	• ISDN (BRI)	
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	~~Dispatch Designed Services~~
	• Conditioned		
	• Non-Conditioned		
	• 4w digital loop (~~1.544Mbps capable/HDSL)~~DS1)	• ~~ISDN(PRI)/~~DS1	~~HICAP Designed~~ ~~N/A~~
	• UNE Dedicated Transport	• HICAP	~~ILEC Dedicated Trunks~~
	• ~~(incl.~~ DS1	• ~~────~~DS1	
	• ~~and~~ DS3~~)~~	• ~~────~~DS3	
	• Enhanced Extended Links	(TBD)	
	• DS1 - New		
	• DS3- New		
	• UNE Platform (PB only)	~~Analogous Retail Service~~	
	• Basic port and loop	• Business POTS FW/NFW	
	• Special port and basic loop	• Retail Voice Grade Specials FW/NFW	
	• ISDN BRI port and loop	• ISDN BRI FW/NFW	
	• ISDN PRI port and loop	• ISDN PRI FW/NFW	
	• Interconnection Trunks	• ILEC Dedicated Trunks	

Measurable Standard:	**GTE**	
		Retail
	• Resale POTS- Residence	• POTS - Business (Residence)
	• Resale POTS-Business	• POTS - Business (Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	—	—
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	—	—
Business Rules:	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• ~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~ For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.	

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 13

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

Area	Requirement Description
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type • Disaggregated by 1-30 days, 31-90 days and >90 days
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~ **Parity** ~~for UNE~~ **measured for the following UNEs:**	**Pacific Bell Retail**	~~GTE Retail~~
	• 2/4w (8db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)	~~B1 Dispatch Non-Designed~~
	~~2/4w (5.5 db) assured analog loop~~	~~POTS - Business (Assured)~~	
	• 2w digital loop(ISDN capable)	• ISDN(BRI)	~~Dispatch Designed Services~~
	• 2w digital loop(xDSL capable)	• ~~ADSL~~2w digital loop (xDSL capable) provided to ASI	
	• 2w digital loop (IDSL capable)	• ISDN(BRI)	~~Dispatch Designed Services Dispatch Designed Services~~
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	
	• Condition		
	• Non-Condition		
	• 4w digital loop (~~1.544MBPS capable/HDSL~~)DS1)	• ~~ISDN(PRI)~~/DS1	~~Dispatch Designed Services~~
	• UNE Dedicated Transport	• HICAP	~~HICAP Designed N/A~~
	• ——DS1	• ——DS1	
	• ——DS3	• ——DS3	
	• Enhanced Extended Links	(TBD)	~~ILEC Dedicated Trunks~~
	• DS1 - New		
	• DS3- New		
	• UNE Platform	~~Analogous Retail Service~~	
	• Basic port and loop	• Business POTS FW/NFW	
	• Special port and basic loop	• Retail Voice Grade Specials FW/NFW	
	• ISDN BRI port and loop	• ISDN BRI FW/NFW	
	• ISDN PRI port and loop	• ISDN PRI FW/NFW	
	• -Interconnection Trunks	• ILEC Dedicated Trunks	

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• POTS - Business (Residence)
	• Resale POTS-Business	• POTS - Business (Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	▬	
	▬	
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	▬	▬
Business Rules:	• For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	▬ For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.	

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 14**

Title: Held Order Interval

Area	Requirement Description
Description:	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) *Note: For all orders pending and past the committed due date.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~	**Pacific Bell Retail**	**GTE Retail**
	Parity for UNE measured for the following UNEs:		~~B1 Dispatch Non-Designed~~
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)	
	• UNE Subloop		~~Dispatch Designed Services~~
		~~POTS - Business (Assured)~~	
	~~2/4w (5.5 db) assured analog loop~~		
	• 2w digital loop(ISDN capable)	• ISDN(BRI)	~~Dispatch Designed Services Dispatch Designed Services~~
	• UNE Subloop		
	• 2w digital loop(xDSL capable)	• ~~ADSL~~2w digital loop(xDSL capable) provided to ASI	
	• UNE Subloop	• ISDN(BRI)	
	• 2w digital loop (IDSL capable)		~~Dispatch Designed Services~~
	• UNE Subloop		
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	
	• Conditioned		~~CentraNet -Simple~~
	• Non-Conditioned		~~CentraNet -Complex~~
			~~CentraNet -Complex~~
	• 4w digital loop ~~(1.544Mbps capable/HDSL)~~(DS1)	• ~~ISDN(PRI)~~/DS1	~~CentraNet -Complex~~
	• UNE Subloop		~~CentraNet -Complex~~
	• UNE Port ~~Basic Analog/Coin~~Non-Specials	• POTS - Business (non-fielded)	~~HICAP Designed~~
	~~UNE Port -CENTREX~~	~~CENTREX~~	
	~~UNE Port -ISDN (BRI)~~	~~CENTREX~~	~~N/A~~
	• UNE Port ~~DS1/ISDN PRI~~ Specials ~~(incl. DS1 line port)~~	~~DS1/ISDN(PRI)~~	
	• UNE Dedicated Transport	• Retail Specials ~~PBX DID~~	~~ILEC Dedicated Trunks~~
	• ~~(incl.~~DS1	• HICAP	
	• ~~and~~ DS3)	• ~~DS1~~	
	• Dark Fiber	• ~~DS3~~	
	• Enhanced Extended Links	Diagnostic (TBD)	
	• VG - Conversion		
	• DS1 - New		
	• DS1 -Conversion		
	• DS3- New		
	• DS3-Conversion		
	• UNE Platform (PB only)	~~Analogous Retail Service~~	
	• Basic port and loop	• Business POTS FW/NFW	
	• Special port and basic loop	• Retail Voice Grade Specials FW/NFW	
	• ISDN BRI port and loop	• ISDN BRI FW/NFW	
	• ISDN PRI port and loop	• ISDN PRI FW/NFW	
	• Interconnection Trunks	• ILEC Dedicated Trunks	

Measurable Standard:	**GTE**		
		Retail	
	• Resale POTS- Residence	• POTS - Business (Residence)	
	• Resale POTS-Business	• POTS - Business (Business)	
	• Resale Specials	• Retail Specials	
	• UNE loop Nondesigned	• B1 Dispatched Non Designed	
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)	
	• UNE loop xDSL capable	• *(TBD until SDA is established)*	
	• UNE loop IDSL capable	• *(TBD until SDA is established)*	
	• UNE Port	• CentraNet	
	• UNE Transport	• HICAP Designed	
	• UNE Platform		
	• UNE - P Res	• Residential POTS	
	• UNE - P Bus	• Business POTS	
	• UNE - P PRI	• ISDN PRI	
	• Interconnection Trunks	• ILEC Dedicated Trunks	
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*	
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*	
	• LNP	• Retail POTS	
	• EEL	• *(Diagnostic)*	
	• Subloop	• *(Diagnostic)*	
	• Dark Fiber	• *(Diagnostic)*	
Business Rules:	• Excludes customer caused misses.		
	• For UNE loop services, feature-only orders are excluded from retail analog.		

Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.
	• Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.
	• Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only)
	• For GTE results for UNE subloop will be tracked diagnostically.
	~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog~~
	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 15**

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

Area	*Requirement Description*
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	<u>**Parity:**</u> (Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) <u>**Benchmark:**</u> <u>[(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)] x 100</u>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, <u>High Bandwidth line sharing UNE,</u> UNE Loop, ~~UNE Port~~ and ~~PNP~~<u>LNP</u> • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	~~**Parity for**~~ **Pacific Bell:** <u>**Parity for Resale**</u> ~~**Pacific Bell Retail**~~ **Resale** **Retail services** UNE Loop Retail services (outside plant disposition codes <u>and central office wiring disposition codes</u>) ~~UNE Port Retail services (central office disposition codes)~~ <u>High Bandwidth High Bandwidth line sharing UNE provided to ASI L~~l~~ine sharing UNE</u> <u>**Benchmark:**</u> ~~PNP~~<u>LNP</u> - Port Out ———————— ~~(Issue still to be resolved)~~

ATTACHMENT B

	GTE: • Resale POTS (Residence) • Resale POTS (Business) • Resale Specials • UNE,Loop Non-designed • UNE Loop Designed • UNE Loop xDSL Capable • UNE Loop IDSL Capable • LNP	• Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • *(TBD until SDA is established)* • *(TBD until SDA is established)* • *GTE will propose benchmark standard after 4 months of data collection.*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • Excludes new service installations	
Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • ~~GTE shall immediately begin the programming changes necessary to collect customer migration data at the same level of detail provided by Pacific Bell. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work shall continue as soon as internal operational programming is resumed.~~ • ~~GTE shall provide a status report by February 1, 2000, including a proposal for either: (a) parity reporting; or (b) a benchmark comparable to that agreed to by Pacific Bell.~~ • ~~The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.~~	

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 15A**

Title: Average Time to Restore Provisioning Troubles (Prior to Service Order Completion)

Area	Requirement Description
Description:	Measures the average duration of the troubles ~~(that occur during the provisioning process prior to CLEC accepting the order)~~ from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared<u>.</u> ~~and verified with CLEC.~~
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared<u>.</u> ~~and verified with the CLEC~~)/ (Total Number of Provisioning Trouble Reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, UNE Loop, UNE Port and <u>P</u>LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	~~Parity for~~ **Pacific Bell:** ~~-~~**Parity** ~~**Pacific Bell Retail**~~ **Resale** **Retail services** UNE Loop Retail services (outside plant disposition codes<u> and Central Office wiring disposition codes</u>) ~~UNE Port Retail services (central office disposition codes)~~ **Benchmark** <u>P</u>LNP - Port Out ~~(Issue still to be resolved)~~ • Standard - average of 4 hours

Measurable Standard:	GTE	Retail	
	• Resale POTS- Residence • Resale POTS-Business • Resale Specials • UNE loop Nondesigned • UNE loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • LNP	• Residence POTS • Business POTS • Retail Specials • B1 Dispatched Non Designed • Dispatched Designed Service (excludes HICAPs) • *(TBD until SDA is implemented)* • *(TBD until SDA is implemented)* • *(TBD)*	
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports		
Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon- raw data request. ~~GTE shall immediately begin the programming changes necessary to collect customer migration data at the same level of detail provided by Pacific Bell. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work shall continue as soon as internal operational programming is resumed.~~ ~~GTE shall provide a status report by February 1, 2000, including a proposal for either: (a) parity reporting; or (b) a benchmark comparable to that agreed to by Pacific Bell.~~ ~~The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.~~		

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 16**

Title: Percentage Troubles in 30 Days for <u>Special Services</u> ~~New~~ Orders

Area	*Requirement Description*
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion~~.~~ ~~Note: This measure is for all PB services and designed GTE services.~~
Method of Calculation:	**Pacific Bell:** (Total Number of Customer Trouble reports received within 30 calendar days of <u>special</u> service order completion / Total Number of new, move and change completed <u>special services</u> orders) x 100 **GTE:** (Total Number of <u>designed</u> Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type ~~(including PNP)~~
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~ **Parity for UNE measured** **for the following UNEs:**	~~**Pacific Bell** **Retail**~~	~~**GTE Retail**~~
	~~2/4w (8db) analog loop~~ ~~(incl. Coin/analog PBX)~~ ~~2/4w (5.5 db) assured analog loop~~ • 2w digital loop(ISDN capable) • UNE Sub -Loop	~~POTS – Business (fielded)~~ ~~POTS – Business (Assured)~~ • ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)	~~B1 Dispatch Non-Designed~~ ~~Dispatch Designed Services~~ ~~Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop(xDSL capable) • UNE Sub-Loop	• ~~ADSL~~2w digital loop(xDSL capable) provided to ASI (outside plant disposition codes and central office wiring disposition codes)	~~CentraNet –Simple CentraNet –Complex CentraNet –Complex CentraNet –Complex~~
	• High Ba~~m~~ndwidth line sharing UNE	• High Ba~~m~~ndwidth line sharing UNE provided to ASI	~~CentraNet –Complex HICAP Designed~~
	• 4w digital loop ~~(1.544Mbps capable/HDSL)~~(DS1) ~~UNE Port- Basic Analog/Coin~~ ~~UNE Port- CENTREX~~ ~~UNE Port- ISDN (BRI)~~	• ~~ISDN(PRI)/~~DS1 (outside plant disposition codes and central office wiring disposition codes) ~~POTS – Business (fielded)~~ ~~CENTREX~~ ~~CENTREX~~ ~~DS1/ISDN(PRI)~~	~~N/A~~ ~~ILEC Dedicated Trunks~~ ~~(Issue still to be resolved)~~

	• UNE Port ~~DS1/ISDN PRI~~ Specials
	(incl. DS1 line port)
	~~UNE Port- PBX DID~~
	• UNE Dedicated Transport
	   • ~~(incl.~~DS1
	   • ~~and~~ DS3)
	• Dark Fiber
	• Enhanced Extended Links
	   • VG - Conversion
	   • DS1 - New
	   • DS1 -Conversion
	   • DS3- New
	   • DS3-Conversion
		• Retail Special (non-dispatched)
		~~PBX DID~~
		
		• HICAP
		   • ~~———~~DS1
		   • ~~———~~DS3)
		Diagnostic
		(TBD)	

	• UNE Platform ~~(PB only)~~
	   • Special port and basic loop
	
	   • ISDN BRI port and loop
	   • ISDN PRI port and loop
	
	• Interconnection Trunks
	~~PNP (Port –out)~~
		~~Analogous Retail Service~~
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)
		
		• ILEC Dedicated Trunks
		~~(Issue still to be resolved)~~	

	GTE: **Retail** • Resale Specials • Retail Specials • UNE Loop Designed • Dispatch Designed Service (excludes HICAPs) • UNE Transport • HICAP Designed • UNE - P PRI • ISDN PRI • Interconnection Trunks • ILEC Dedicated Trunks • EEL • *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell)
Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. ~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~ ~~The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.~~

OSS OII Performance Measurements
Report Requirements

<u>Provisioning</u>   **Measure 17**

Title: Percentage Troubles in 7 Days for <u>Non-Special Orders</u> ~~New Orders~~ - GTE
<u>only</u>~~only~~
      <u>Percentage Trouble in 10 Days for Non-Special Orders - Pacific Bell only</u>

Area	*Requirement Description*
Description:	Measures the percent of network customer trouble reports received within 7 <u>(GTE)</u> <u>or 10 (Pacific Bell)</u> calendar days of service order completion. *~~Note: This measure is for non-designed services only~~*
Method of Calculation:	**GTE:** (Total Number of non-<u>special</u>~~designed~~ Service Orders that receive a Network Customer Trouble Report within 7 ~~(10)~~ calendar days of service order completion / Total new, move and change <u>completed</u> orders) x 100 **Pacific Bell:** <u>(Total Number of Customer Trouble reports received within 10 calendar days of non-special service order completion / Total Number of new, move and change completed non-special orders) x 100</u>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including ~~PNP~~<u>LNP</u>) and Field Work/No Field Work as appropriate
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell**
	Parity for Resale is Retail ~~for GTE~~ **(non-~~special~~designed services only)**
	Parity for UNE measured for the following UNEs:
	• 2/4w (8db) loop (incl. Coin/analog PBX)
	  • UNE Sub-Loop
	
	(and for Pacific Bell only)
	  • FDT orders
	  • TBCC orders
	
	• UNE Port – Basic analog/Coin
	• UNE Platform -Basic port and basic loop
	
	• ~~PNP~~LNP (Port Out)
		~~**Pacific Bell**~~ **Retail**
		
		• Business POTS (outside plant disposition codes and central office wiring disposition codes)
		
		• Business POTS (non-disp)
		• Business POTS (disp/non-disp)
		
		• Benchmark of no more than 1% troubles.
			~~**GTE Retail**~~
			
			~~B1 Dispatch Non-Designed~~
			
			~~CentraNet - Simple~~
			
			~~Benchmark of no more than 1% troubles.~~	

Measurable Standard:	**GTE**
	• Resale POTS- Residence
	• Resale POTS-Business
	• UNE loop Nondesigned
	• UNE loop xDSL capable
	• UNE loop IDSL capable
	• UNE Port
	• UNE Platform
	  • UNE - P Res
	  • UNE - P Bus
	• Line Sharing - Conditioned
	• Line Sharing - Non - Conditioned
	• LNP
	• Subloop
		Retail
		• POTS - Business (Residence)
		• POTS - Business (Business)
		• B1 Dispatched Non Designed
		• _(TBD until SDA is established)_
		• _(TBD until SDA is established)_
		• CentraNet - Simple
		
		• Residential POTS
		• Business POTS
		• _(TBD until SDA is established)_
		• _(TBD until SDA is established)_
		
		• Benchmark of no more than 1% troubles
		• _(Diagnostic)_		

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Trouble Reports Received on the Due Date • Excludes Subsequent reports • Excludes ILEC employee generated reports • Excludes troubles associated with inside wiring. • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell only)			

ATTACHMENT B

Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data <u>upon raw data request</u>. • <u>Results for UNE Subloops will be tracked diagnostically, by UNE loop type.</u> • <u>Pacific Bell will track FDT and TBCC diagnostically until the next review cycle.</u>~~The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.~~

OSS OII Performance Measurements
Report Requirements

<u>*Provisioning*</u>   **Measure 18**

Title: ~~Average~~ Completion Notice Interval

Area	Requirement Description
Description:	Measures the ~~average time per order to issue notification to CLEC of a completed order.~~ percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	**Fully Electronic:** ~~Sum ((Date and Time of Completion Notification to CLEC~~ (Number ~~#~~ of Completion Notices Returned within "X" Interval) ~~– (Date and Time of Work Completion))~~ / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 **All Other Interfaces:** ~~Sum~~ (~~#~~ Number of Completion Notices Returned within "X" Interval) / ((~~#~~ Number of Orders ~~Completed~~ Returned Using All Other Processes) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	~~**Pacific Bell:**~~ All interfaces ~~**GTE:**~~ ~~Fully electronic interface (EDI); all other interfaces~~
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:** **Fully electronic(LEX, EDI) -** • Standard ~~average of 20 minutes~~95% within 1hour **Fully electronic Fallout**: • Standard is 95% within 24 hours with a fallout maximum of 5% for each system reported. If LASR shows a reduction in fallout level (an average to nearest 0.5%) for three reported months, then Pacific Bell will lower fallout level to match. **All other interfaces** • Standard– 90% within 24 hours **GTE:** **Fully Electronic (EDI)** • Standard - average of 20 minutes **All other interfaces** • Standard – 90% within 24 hours
Business Rules:	• 24 hour clock is used to measure interval <u>for all other interfaces.</u> • Excludes weekends and ILEC published holidays • <u>System hours will be used for fully electronic sub-measures</u>
Notes:	• ~~All benchmarks are interim until February 2000~~ ~~GTE shall, by November 3, 1999, complete the programming changes necessary to enable it to provide fully electronic completion notices for electronically submitted CLEC orders. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work should continue as soon as internal operational programming resumes.~~ ~~GTE shall report same upon implementation of the system upgrades.~~ ~~In the interim, a benchmark of 90% of completion notices returned within 24 hours shall apply to GTE.~~ • Completion Notices on disconnect orders are only on ~~disconnection of~~ CLEC <u>disconnect orders (not on ILEC retail disconnect orders).</u>~~service~~

OSS OII Performance Measurements
Report Requirements

Maintenance   Measure 19

Title: Customer Trouble Report Rate

Area	Requirement Description
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/circuits/UNEs.
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of ~~access~~ local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including ~~PNP~~LNP) & NXX Code Opening Troubles
Geographic Level:	Statewide

Measurable Standard:	Pacific Bell **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~ **Parity for UNE measured for the following UNEs:**	~~Pacific Bell~~ Retail	~~GTE Retail~~
	• 2/4w (8db and 5.5db) analog loop	• POTS - Business ~~(fielded)~~ (outside plant disposition codes and central office wiring disposition codes) ~~POTS - Business (Assured)~~	~~B1 Dispatch Non-Designed~~ ~~Dispatch Designed Services~~ ~~Dispatch Designed Services~~ ~~Dispatch Designed Services~~ ~~Dispatch Designed Services~~
	~~2/4w (5.5 db) assured analog loop~~		~~CentraNet-Simple~~
	• 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)	~~CentraNet -Complex~~ ~~CentraNet -Complex~~ ~~CentraNet -Complex~~ ~~CentraNet -Complex~~
	• 2w digital loop (xDSL)	• ~~ADSL~~2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)	~~HICAP Designed~~ ~~N/A~~ ~~ILEC Dedicated Trunks~~ ~~(Issue still to be resolved)~~
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	
	• 4w digital loop ~~(ISDN PRI)~~(DS1)	• ~~ISDN(PRI)/~~DS1(outside plant disposition codes and central office wiring disposition codes)	
	• UNE Port – ~~Basic Analog~~Non-Special ~~UNE Port - CENTREX~~ ~~UNE Port - PBX DID~~ ~~UNE Port - ISDN (BRI)~~ • UNE Port – ~~DS1/ISDN (PRI)~~Specials	• POTS - Business ~~(fielded)~~dispatch in) ~~CENTREX~~ ~~PBX DID~~ ~~CENTREX~~ • ~~DS1/ISDN(PRI)~~Retail Specials (dispatch in)	
	• UNE Dedicated Transport • ——DS1 • ——DS3 • Dark Fiber • Enhanced Extended Links • VG • DS1 • DS3	• HICAP • ——DS1 • ——DS3) (Diagnostic) (TBD)	
	UNE Platform ~~(PB only)~~ • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	~~Analogous Retail Service~~ • Business POTS (non-disp, disp) • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp)	
	• Interconnection Trunks	• ILEC Dedicated Trunks	

Measurable Standard:	GTE	Retail	
	• Resale POTS- Residence	• POTS - Business (Residence)	
	• Resale POTS-Business	• POTS - Business (Business)	
	• Resale Specials	• Retail Specials	
	• UNE loop Nondesigned	• B1 Dispatched Non Designed	
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)	
	• UNE loop xDSL capable	• *(TBD until SDA is established)*	
	• UNE loop IDSL capable	• *(TBD until SDA is established)*	
	• UNE Port	• CentraNet	
	• UNE Transport	• HICAP Designed	
	• UNE Platform		
	• UNE - P Res	• Residential POTS	
	• UNE - P Bus	• Business POTS	
	• UNE - P PRI	• ISDN PRI	
	• Interconnection Trunks	• ILEC Dedicated Trunks	
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*	
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*	
	• LNP	• No more than .35% of total trouble reports received for LNP	
	• EEL	• *(Diagnostic)*	
	• Dark Fiber	• *(Diagnostic)*	
	• UNE Subloop	• *(Diagnostic)*	
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Include Test okay (TOK) and Found Okay (FOK) reports.		

Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data <u>upon raw data request</u>.
	• <u>Results for UNE Subloops will be tracked diagnostically, by UNE loop type. (GTE only)</u>
	• <u>Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</u>
	~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~
	~~The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.~~

OSS OII Performance Measurements
Report Requirements

Maintenance   **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	_Requirement Description_
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	• By service group type (including ~~PNP~~LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~	~~**Pacific Bell**~~ **Retail**	~~**GTE Retail**~~
	Parity for UNE measured ~~for~~ **the following UNEs:** 2/4w (8db~~and 5.5db~~) analog loop • UNE Sub-Loop	• POTS - Business ~~(fielded)~~ (outside plant disposition codes and central office wiring disposition codes) ~~POTS - Business (Assured)~~	~~B1 Dispatch Non-Designed~~ ~~Dispatch Designed Services~~
	~~2/4w (5.5db) assured analog loop~~		~~Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop (ISDN) • UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)	
	• 2w digital loop (xDSL) • UNE Sub-Loop	• ~~ADSL~~2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)	~~CentraNet - Simple~~ ~~CentraNet - Complex CentraNet - Complex CentraNet - Complex CentraNet - Complex~~
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	~~HICAP Designed N/A~~ ~~ILEC Dedicated Trunks~~
	• 4w digital loop ~~(ISDN PRI)~~DS1 • UNE Subloop	• ~~ISDN(PRI)/~~DS1 (outside plant disposition codes and central office wiring disposition codes)	**(Issue still to be resolved)**
	• UNE Port – ~~Basic Analog~~Non Special ~~UNE Port – CENTREX~~ ~~UNE Port – PBX DID~~ ~~UNE Port – ISDN (BRI)~~	• POTS - Business (~~fielded~~dispatch in) ~~CENTREX~~ ~~PBX DID~~ ~~CENTREX~~	

	• UNE Port – ~~DS1/ISDN (PRI)~~ Specials
	• UNE Dedicated Transport
	  • ——DS1
	  • ——DS3
	• Dark Fiber
	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
		• ~~DS1/ISDN(PRI)~~Retail ~~s~~Specials(dispatch in)
		
		• HICAP
		  • ——DS1
		  • ——DS3
		~~Diagnostic~~
		~~(TBD)~~	

	UNE Platform ~~(PB only)~~
	  • Basic port and loop
	  • Special port and basic loop
	
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		~~Analogous Retail Service~~
		• Business POTS non-disp,disp)
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp,disp)	

	• Interconnection Trunks	• ILEC Dedicated Trunks	
	• ~~PNP~~LNP - Port Out	• ~~(Issue still to be resolved)~~Benchmark**:** No more than 1 missed commit per month per CLEC	

Measurable Standard:	GTE	Retail	
	• Resale POTS- Residence	• POTS - Business (Residence)	
	• Resale POTS-Business	• POTS - Business (Business)	
	• Resale Specials	• Retail Specials	
	• UNE loop Nondesigned	• B1 Dispatched Non Designed	
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)	
	• UNE loop xDSL capable	• *(TBD until SDA is established)*	
	• UNE loop IDSL capable	• *(TBD until SDA is established)*	
	• UNE Port	• CentraNet - Simple	
	• UNE Transport	• HICAP Designed	
	• UNE Platform		
	• UNE - P Res	• Residential POTS	
	• UNE - P Bus	• Business POTS	
	• UNE - P PRI	• ISDN PRI	
	• Interconnection Trunks	• ILEC Dedicated Trunks	
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*	
		• *(TBD until SDA is established)*	
	• Line Sharing - Non - Conditioned	• No more than 1 missed commit per month per CLEC	
	• LNP	• *(Diagnostic)*	
	• EEL	• *(Diagnostic)*	
	• Dark Fiber	• *(Diagnostic)*	
	• UNE Subloop		
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • Results include Test okay (TOK) and Found Okay (FOK) reports. • For GTE - excludes provisioning trouble reports.		

Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data <u>upon raw data request</u>. • <u>Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only)</u> • <u>Results for UNE Subloops will be tracked diagnostically (GTE only)</u> • <u>Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</u> ~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~

OSS OII Performance Measurements
Report Requirements

<u>*Maintenance*</u>   **Measure 21**

Title: Average Time to Restore

Area	Requirement Description
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type (including ~~PNP~~<u>LNP</u>) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~	~~Pacific Bell~~ Retail	~~GTE Retail~~
	Parity for UNE measured for the following UNEs:		~~B1 Dispatch Non-Designed~~ ~~Dispatch Designed Services~~
	• 2/4w (8db) analog loop • UNE Sub-Loop	• POTS - Business ~~(fielded)~~ (outside plant disposition codes and central office wiring disposition codes)	
	~~2/4w (5.5 db) assured analog loop~~	~~POTS - Business (Assured)~~	
	• 2w digital loop (ISDN) • UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)	~~Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop (xDSL) • UNE Sub-Loop	• ~~ADSL~~2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)	~~CentraNet - Simple~~ ~~CentraNet - Complex~~
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	~~CentraNet - Complex CentraNet - Complex~~
	• 4w digital loop (~~ISDN PRI~~DS1) • UNE Sub-Loop	• ~~ISDN(PRI)~~/DS1 (outside plant disposition codes and central office wiring disposition codes)	~~CentraNet - Complex~~
	• UNE Port – ~~Basic Analog~~Non-Special	• POTS - Business (~~fielded~~dispatch in)	~~HICAP Designed N/A~~
	~~UNE Port – CENTREX~~ ~~UNE Port – PBX DID~~ ~~UNE Port – ISDN (BRI)~~ • UNE Port – ~~DS1/ISDN (PRI)~~ Special	~~CENTREX~~ ~~PBX DID~~ ~~CENTREX~~	~~ILEC Dedicated Trunks~~ ~~(Issue still to be resolved)~~
		• ~~DS1/ ISDN(PRI~~Retail Special;~~s~~ ~~)~~dispatch in)	
	• UNE Dedicated Transport • ——DS1 • ——DS3 • Dark Fiber • Enhanced Extended Links • VG • DS1 • DS3	• HICAP • ——DS1 • ——DS3 Diagnostic (TBD)	
	UNE Platform ~~(PB only)~~ • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	~~Analogous Retail Service~~ • Business POTS (non-disp, disp) • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp, disp)	
	• Interconnection Trunks	ILEC Dedicated Trunks	
	• ~~PNP~~LNP - Port Out	~~(Issue still to be resolved)~~Benchmark: avg. 4 hours	

Measurable Standard:	**GTE**	
		Retail
	• Resale POTS- Residence	• POTS - Business (Residence)
	• Resale POTS-Business	• POTS - Business (Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Results include Test okay (TOK) and Found Okay (FOK) reports.	

Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data <u>upon raw data request</u>.
	• <u>Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only)</u>
	• <u>Results for UNE Subloops will be tracked diagnostically (GTE only)</u>
	~~.~~
	• <u>Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.</u>
	~~For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~
	~~The parties will work to define measurable standard for PNP results.~~
	~~Recommendation will be submitted to CPUC by September 7, 1999.~~

OSS OII Performance Measurements
Report Requirements

<u>*Maintenance*</u>   **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	*Requirement Description*
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 *Note: For non-design services only*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By POTS Residence and Business (Resale and UNE)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale (POTS) for Pacific Bell and GTE**

Parity for UNEs (Basic) | **Pacific Bell Retail** | ~~**GTE Retail**~~

- 2/4w (8db) analog loop
  - UNE Sub-Loop

- POTS - Business (~~fielded~~dispatch) (outside plant disposition codes and central office wiring disposition codes)

~~B1 Dispatch Non-Designed~~
~~CentraNet - Simple~~

~~N/A~~

- UNE Port – Basic Analog

- UNE Platform – ~~POTS~~Basic Port and Loop

- POTS - Business (~~fielded~~dispatch in) ~~Analogous Retail Service~~

- Business POTS (non-disp/dispatch)

<u>GTE</u> | <u>Retail</u>

- Resale POTS- Residence
- Resale POTS-Business
- UNE loop Non-designed
- UNE Port
- UNE Platform
  - UNE - P Res
  - UNE - P Bus

- POTS - Business (Residence)
- POTS - Business (Business)
- B1 Dispatched Non Designed
- CentraNet - Simple

- Residential POTS
- Business POTS

Business Rules:	• Residential and Business POTS only • Excludes no access • Interval for tickets received Saturday and Sunday begins no later than Monday morning • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports
Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data <u>upon raw data request</u>. • <u>Results for UNE Subloops will be tracked diagnostically, by UNE loop type (Pacific Bell only).</u>

OSS OII Performance Measurements
Report Requirements

Maintenance   **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	Requirement Description
Description:	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation:	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including ~~PNP~~LNP) & NXX Code Opening Troubles
Geographic Level	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** ~~for Pacific Bell and GTE~~ **Parity for UNE measured for the following UNEs:**	~~Pacific Bell~~ Retail	~~GTE Retail~~
	• 2/4w (8bd and 5.5db) analog loop	• POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes) ~~POTS - Business (Assured)~~	~~B1 Dispatch Non-Designed Dispatch Designed Services~~
	~~2/4w (5.5 db) assured analog loop~~ • 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)	~~Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services~~
	• 2w digital loop (xDSL)	• ~~ADSL~~2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)	~~CentraNet - Simple~~ ~~CentraNet - Complex CentraNet - Complex~~
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI	~~CentraNet - Complex CentraNet - Complex CentraNet Complex~~
	4w digital loop ~~(ISDN PRI)~~DS1	• ~~ISDN(PRI)/~~DS1 (outside plant disposition codes and central office wiring disposition codes)	~~HICAP Designed N/A~~
	• UNE Port – ~~Basic Analog~~Non-Special	• POTS - Business (~~fielded~~dispatch in) ~~CENTREX~~ ~~PBX DID~~ ~~CENTREX~~	~~ILEC Dedicated Trunks~~ ~~(Issue still to be resolved)~~
	~~UNE Port – CENTREX~~ ~~UNE Port – PBX DID~~ ~~UNE Port – ISDN (BRI)~~ • UNE Port – ~~DS1/ISDN (PRI)~~Specials	• ~~DS1/ISDN(PRI)~~Retail Specials (non-dispatch)	

	• UNE Dedicated Transport
	   • ——DS1
	   • ——DS3
	 • Dark Fiber
	 • Enhanced Extended Links
	   • VG
	   • DS1
	   • DS3
		• HICAP
		   • ——DS1
		   • ——DS3
		 Diagnostic
		 (TBD)	

	• UNE Platform (PB only)
	   • Basic port and loop
	   • Special port and basic loop
	   • ISDN BRI port and loop
	   • ISDN PRI port and loop
		~~Analogous Retail Service~~
		 • Business POTS (non-disp, disp)
		 • Retail Voice Grade Specials (non-disp,disp)
		 • ISDN BRI (non-disp, disp)
		 • ISDN PRI (non-disp, disp)	

	• Interconnection Trunks	• ILEC Dedicated Trunks	
	• ~~PNP~~LNP - Port Out	• ~~(Issue still to be resolved)~~ Benchmark: No more than 2 repeat troubles per month per CLEC	

Measurable Standard:	GTE	Retail	
	• Resale POTS- Residence	• POTS - Business (Residence)	
	• Resale POTS-Business	• POTS - Business (Business)	
	• Resale Specials	• Retail Specials	
	• UNE loop Nondesigned	• B1 Dispatched Non Designed	
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)	
	• UNE loop xDSL capable	• *(TBD until SDA is established)*	
	• UNE loop IDSL capable	• *(TBD until SDA is established)*	
	• UNE Port	• CentraNet - Simple	
	• UNE Transport	• HICAP Designed	
	• UNE Platform		
	• UNE - P Res	• Residential POTS	
	• UNE - P Bus	• Business POTS	
	• UNE - P PRI	• ISDN PRI	
	• Interconnection Trunks	• ILEC Dedicated Trunks	
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*	
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*	
	• LNP	• No more than 2 repeat trouble per month per CLEC	
	• EEL	• *(Diagnostic)*	
	• Dark Fiber	• *(Diagnostic)*	
	• UNE Subloop	• *(Diagnostic)*	
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports • Excludes Message Reports • Excludes ILEC employee generated reports		
Notes:	• ~~When results are less than parity for a reporting period,~~ ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. ~~• For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.~~ ~~• The parties will work to define measurable standard for PNP results.~~ ~~Recommendation will be submitted to CPUC by September 7, 1999.~~		

OSS OII Performance Measurements
Report Requirements

Title: Percent Blocking on Common Trunks

Area	Requirement Description
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage. ~~Note: Includes histogram distribution chart~~
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	~~Reported by common/shared transport trunk group .~~
Report By:	~~By Central Office and Trunk type where individual trunk types can be distinguished~~By total trunk groups.
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
Business Rules:	• GTE reports provided 45 days after close of data month. • ~~Pacific Bell~~ ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
Notes:	~~Measured by:~~ • ~~Trunk type (e.g., EAS, Toll, InterLATA, 911, etc.)~~ • ~~Total trunk groups~~ • ~~Percent Blocking~~ • ~~Location "A"~~ • ~~Report month~~ • ~~Threshold exceptions~~

OSS OII Performance Measurements
Report Requirements

<u>*Network Performance*</u>   **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage. ~~Notes: 1)Includes histogram distribution chart.~~ ~~2)Applies to those trunks where the ILEC has augmentation control.~~ ~~3) Does not apply when trunks are provisioned as two-way trunks.~~
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	~~By Central Office and Trunk type where individual trunk types can be distinguished~~ • Total trunk groups • ILEC end office to CLEC end office • ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to ILEC final trunk groups
Business Rules:	• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • Threshold exception trunk detail ~~Report month~~ GTE reports provided 45 days after close of data month. • <u>Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date.</u> • <u>Excludes blocking due to CLEC putting trunks in a "make busy" state.</u> • <u>Applies to those trunks where the ILEC has augmentation control.</u> • <u>Does not apply when trunks are provisioned as two-way trunks</u>
Notes:	• <u>ILEC will provide detail available regarding exclusions in raw data.</u> ~~Measured by:~~ ~~Trunk type (e.g., EAS, Toll, InterLATA, 911, etc.)~~ ~~Total trunk groups~~ ~~ILEC trunk groups~~ ~~CLEC trunk groups~~ ~~Threshold exceptions~~ ~~ILEC end office to CLEC end office~~ ~~ILEC tandem to CLEC end office~~

OSS OII Performance Measurements
Report Requirements

Network Performance   **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Business Rules:	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). • Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed. • Includes both additions and deletions to NXX codes.
Notes:	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • TRUCALL billing validation testing is not used unless maintenance trouble is reported (Pacific Bell only)

Network Performance   **Measure 27**

Title: ~~**Network Outage Notification**~~   **MEASURE DELETED**

Area	Requirement Description
Description:	~~Measures the time period for notification of a network outage. To be measured for the following:~~ • ~~Switching~~ • ~~Transport~~ • ~~Network Fire Related Incident~~ • ~~Network Blockage~~ • ~~911~~ • ~~SS7~~ _Measure deleted - process is parity by design._
Method of Calculation:	~~Sum (Date & Time of Outage Notification) - (Date & Time of ILEC Outage Awareness)/Number of Outages~~
Report Period:	~~Monthly~~
Report Structure:	~~Individual CLEC, CLECs in the aggregate , ILEC(if analog applies), and ILEC affiliates~~
Report By:	~~Switching transport, network fire related incident, network blockage, 911, SS7~~
Geographic Level:	~~Statewide~~
Measurable Standard:	~~Parity for Pacific Bell and GTE~~
Business Rules:	• ~~Exception reporting only by central office.~~
Notes:	• • ~~CLECs will be notified of all qualifying outages~~ • ~~If ILECs develop a notification process which is parity by design, once all parties agree that complete parity is being provided, the ILECs may petition to have this measure deleted.~~

OSS OII Performance Measurements
Report Requirements

Billing **Measure 28**

Title: Usage Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**Pacific Bell:** • Resale • UNE (IntraLATA and InterLATA, ~~etc~~ combined~~.~~) • Jointly provided switched access (associated with meet point billing) **GTE** • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined) • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale ~~, and~~ UNE, and~~ ~~ Jointly provided switched access ~~Benchmark for Jointly provided switched access:~~ ~~Standard – 95% in 5 Days~~ **GTE:** Parity for Resale - Local, Resale - Toll and UNE ~~reported for~~: ~~Resale Toll – June 1999~~ ~~Resale Local – November 1999~~ ~~UNE – November 1999~~ Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
Business Rules:	
Notes:	

OSS OII Performance Measurements

Report Requirements

Billing   *Measure 29*

Title: Accuracy of Usage Feed

Area	*Requirement Description*
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	((Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Received and Processed)) x 100 *Note: Total usage records includes detail data records, headers and trailers*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	Total Records
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE ~~*There is agreement that performance standard for this measure will not be established until criteria for this measure is defined and accepted by all parties.*~~ *Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*
Business Rules:	- Report will be by calendar month - Usage files included in the reporting month will be those processed by the CLEC in that month - Usage feed will include Resale, UNE and Meet Point Billing usage - Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.

	• If the data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results. • Usage files by the ILEC will be considered non-compliant if the ILEC has changed its file criteria without providing the CLEC notice of the change 60 days prior to implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change. • Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium for the minimum notice period. The layout of the records exchanged between companies shall be the EMI record as described in the current edition of the EMI manual published by ATIS on behalf of the Ordering and Billing Forum, as supplemented by GTE's or Pacific Bell's specific requirements. This will include record length, field descriptions, and dataset characteristics. • Validation of accuracy and completeness of the files will be accomplished by means of pack invoice checking for proper sequencing. Further validation will occur by balancing of the record count and revenue total contained in the pack trailer to the detail records. • A record is correct if it is of the correct length, all of its fields are of correct length and mode (alpha or numeric), and it is a valid EMI record type. • A header is correct if: 1) the invoice number is correct if it is of proper sequence (the sequence is 1 greater than the previous header invoice number or it is 1 if the previous sequence was 99); 2) the trailer count and the count of detail records agree and ; 3) the trailer revenue total agrees with the total of the revenue fields within each detail record within the pack.
Notes:	• The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data. • The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data. • Raw data includes header, trailer and detail records, for the report period in question.

OSS OII Performance Measurements
Report Requirements

Billing — **Measure 29**

Title: Accuracy of Usage Feed

Area	Requirement Description
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.
Method of Calculation:	((Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties. Recommendation will be submitted to CPUC by September 7, 1999.
Business Rules:	
Notes:	

OSS OII Performance Measurements

Report Requirements

Title: Wholesale Bill Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. ~~Disaggregated by:~~ • ~~Resale~~ • ~~UNE (IntraLATA and InterLATA, etc.)~~ • ~~Facilities/Interconnection~~
Method of Calculation:	~~[~~(Count of Invoices Transmitted by ILEC in ~~"X"~~10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100~~]~~ *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA~~, etc.~~combined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	~~Benchmark for~~ **Pacific Bell and GTE:** **Benchmark:** • Standard – 99% within 10 calendar days
Business Rules:	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements

Report Requirements

<u>*Billing*</u>   **Measure 31**

Title: Usage Completeness

Area	Requirement Description
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA~~, etc.~~combined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard - 95%
Business Rules:	• Excludes summarized charges
Notes:	• For Pacific Bell, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. • GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements

Report Requirements

Billing   Measure 32

Title: Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	**Pacific Bell:** (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100 *Correct bill = next available bill *Note: Pacific Bell will provide by count of charges.* *GTE will provide by dollar charges.* **GTE:** (Dollar amount of fractional recurring charges that are on the correct bill */ total dollar amount of fractional recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.combined) • Facilities/Interconnection
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:**
	Parity for Resale and UNE POTS
	
	Benchmark for Facilities/Interconnection and UNE Specials
	   • Standard – 90%
	
	GTE:
	Interim Benchmark for Resale and UNE:
	   Standard – 80% (until February 2000)
	Parity will be standard beginning in February 2000 for Resale and UNE
	
	Benchmark for Facilities/Interconnection
	   • -Standard – 90%

Business Rules:	• The effective date of the recurring charge must be within 30 daysone month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• GTE will compare CLEC results to a statistically valid sample of GTE results. • Pacific will continue to report this measure until sixty days following the implementation of Measure 35.

OSS OII Performance Measurements
Report Requirements

Billing   **Measure 33**

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	**Pacific Bell:** (Count of non-recurring charges that are on the correct bill<u>*</u> / total count of non-recurring charges that are on the bill) x 100 *Correct bill = next available bill *Note: Pacific Bell will provide by count of charges.* *GTE will provide by dollar charges.* **GTE**: (Dollar amount of non-recurring charges that are on the correct bill */ total ~~count~~ <u>dollar amount</u> of non-recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA~~, etc.~~<u>combined</u>) • Facilities/Interconnection
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:**
	Parity for Resale and UNE POTS
	
	Benchmark for Facilities/Interconnection and UNE Specials
	        • Standard - 90%
	
	GTE:
	~~Interim Benchmark for Resale and UNE:~~
	~~ Standard – 80% (until February 2000)~~
	Parity ~~will be standard beginning in February 2000~~ <u>for Resale and UNE</u>
	
	Benchmark for Facilities/Interconnection:
	        • Standard – 90%

Business Rules:	• The effective date of the non-recurring charge must be within ~~30 days~~<u>one month</u> of the bill date for the charge to appear on the correct bill. • <u>Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.</u>
Notes:	• <u>Pacific will continue to report this measure until sixty days following the implementation of Measure 35.</u>

OSS OII Performance Measurements
Report Requirements

Billing   **Measure 34**

Title: Bill Accuracy

Area	*Requirement Description*
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates

Report By:	• Resale
	   • Usage
	   • Recurring Charges
	   • Non-Recurring Charges
	• UNE (IntraLATA and InterLATA, etc.combined)
	   • Usage
	   • Recurring Charges
	   • Non-Recurring Charges
	• Facilities/Interconnection
	   • Usage
	   • Recurring Charges
	   • Non-Recurring Charges

Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:**
	Parity for Resale and UNE POTS
	Benchmark for Facilities/Interconnection and UNE Specials
	      Standard - 95%
	
	GTE:
	Benchmark for Resale and UNE:
	      Standard - 97%
	Benchmark for Facilities/Interconnection:
	      Standard - 95%

Business Rules:	• -Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

Billing **Measure 35**

Title: Duplicate Billing (Disconnect Bill Accuracy)

Area	Requirement Description	
Description:	Measures the number of former ILEC customers sent bills erroneously after conversion to CLEC.	
Method of Calculation:	(Number of former ILEC customers who receive erroneous bills after conversion/ Number of former ILEC customers converted) x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates	
Report By:	Full Facilities based conversion, Resale and UNE	
Geographic Level:	Statewide	
Measurable Standard:		
Business Rules:		
Notes:	– Excludes the final bill to an end user and bills for a residual retail services provided by the ILEC to the end user – Pacific Bell, GTE, and the CLECs should further discuss and consider developing a measurement and submit their findings to the Commission by February 1, 2000. Until additional information is submitted, the Commission chooses not to adopt this measure.	

OSS OII Performance Measurements

Report Requirements

Provisioning   **Measure 35**

Title: Timeliness of Billing Completion Notices - Pacific Bell Only

Area	*Requirement Description*	
Description:	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in 3 business days.	
Method of Calculation:	Interim Method of Calculation: Sum (Number of Orders Completed in Billing Systems within 3 Business Days) / (Number of Orders Completed) x 100 As of TBD Date: Sum (Number of Billing Completion Notices Sent to CLEC within X Business Days after Work Completion) / (Number of Orders Completed) x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates	
Reported By:		
Geographic Level:	Statewide	
Measurable Standard:	**Benchmark** • Standard - 95% in 3 business days	
Business Rules:	• Excludes weekends and ILEC published holidays.	
Notes:	• Until the billing completion notice process has been developed Pacific will report the percentage of orders completed in the billing systems within 3 business days.	

OSS OII Performance Measurements

Report Requirements

Billing   **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	*Requirement Description*
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	BOS-BDT Format: (Total # of correct records + correct trailers balanced to count of records that passed / Total # of records + trailers processed in that reporting period) x 100 EDI Format: (Total # of correct segments +correct bills + correct transmissions that passed / Total # of records + bills + transmissions processed in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	BOS-BDT format and EDI format, as supplemented by GTE's or Pacific Bell's specific requirements.
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *There is agreement that performance standard for this measure will not be established until criteria for this measure are defined and accepted by all parties. Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*

Business Rules:	• Report will be by calendar month • Transmissions included in the reporting month will be those processed by the CLEC in that month. Usage feed will include Resale, UNE and Meet Point Billing usage • Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report • If no report data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. • Report Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result. • If the report data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results. • Mechanized bill feed transmissions by the ILEC will be considered non-compliant if the ILEC has changed its transmission criteria without providing the CLEC notice of the change 60 days prior to implementation of the change. • Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium 60 days prior to the implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change. • A record is accurate if the billing data meets the published specifications meaning that each field of each record is of proper length and style (numeric or alpha), and it is a valid BOS-BDT or EDI file type. • A BOS-BDT record is accurate if a 99-99-99 record is included with every transmission. • A record is accurate if the bill format complies with both X12 industry guidelines and the ILEC-specific implementation guide. • A record is accurate if the codes contained I the transmission agree with the codes contained in the ILEC Reference Table • A record is accurate if the billed service type matches the service types that have been communicate tot he CLEC. • An EDI transmission is accurate if the enveloping starting segments provide accurate send/receive information and the envelope ending segments provide accurate counts.

Notes:	• BOS-BDT and EDI Billing data is considered compliant if they meet published specifications. This means that each field of each record is of proper length and style (numeric or alpha).
	• The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data.
	• The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data.

OSS OII Performance Measurements
Report Requirements

Billing   **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	Requirement Description
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.
Method of Calculation:	(Total # of files that passed / Total # of files sent in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties. Recommendation will be submitted to CPUC by September 7, 1999.
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Database Updates   Measure 37

Title: ~~Average~~ Database Update Interval - Pacific Bell Only

Area	Requirement Description
Description:	Measures the average time to update databases. Reported for: • **DA/Listings Database** • **LIDB (service order generated updates only)**
Method of Calculation:	**Parity Sub-measures (Service Order generated updates)** [{(Completion Date & Time) – (Update Submission Date & Time)]} / Count of Updates Completed in Reporting Period **Benchmark Sub-measures (Direct gateway updates)** [{(Count of updates completed within 8 days)/ (Total Updates completed with in the Reporting Period)]} x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	~~Pacific Bell:~~ **Parity for service order generated updates** **Benchmark for direct gateway input updates** • Standard - 95% in 8 calendar Days
Business Rules:	
Notes:	• CLECs reserve the right to request additional databases be included in this measure. ~~GTE shall present certification by an independent auditor to the Commission by February 1, 2000 that GTE's system offers parity by design. If GTE fails to provide the certification required under this measure, GTE shall commence reporting the average database update interval on an interim basis under the terms agreed to by Pacific Bell.~~

Database Updates   Measure 38

Title: Percent Database Accuracy - Pacific Bell _Only_

Area	Requirement Description
Description:	Measures the percentage of database updates completed without error. Reported for: • *911 Databases* • *DA/Listings Database* • **_LIDB_**
Method of Calculation:	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	~~For~~ **DA/Listings**: • Service Order generated updates • Direct gateway input ~~For~~ **E911 Database:** • Service Order generated updates • Direct gateway input ~~For~~ **LIDB Database** • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	**~~Pacific Bell:~~** Parity for service order generated updates Direct Gateway Input
Business Rules:	• Excludes CLEC caused errors
Notes:	• CLECs reserve the right to request additional databases be included in this measure. ~~• GTE shall complete an independent audit of its E911 and Directory Assistance/Directory Listings systems within sixty days of the effective date of this order. If parity by design is not established under the audit, GTE shall demonstrate, in its February 1, 2000 filing, its capability to comply with the benchmark established for Pacific Bell.~~ • Pacific Bell shall report information on direct gateway updates as a special report until Emergency 911/Listings Fix-It Team completes its work.

OSS OII Performance Measurements

Report Requirements

Database Updates   **Measure 39**

Title: E911/911 MS Database Update

Area	*Requirement Description*
Description:	Measures the percentage of E911/911database updates completed within 48 hours.
Method of Calculation:	(Number of <u>valid </u>records updated within 48 hours / Total number of <u>valid </u>records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	- Service order generated updates <u>(Pacific Bell Only)</u> ~~and d~~ - <u>Direct gateway input updates</u>
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell ~~and GTE:~~** Parity for service order generated updates **Pacific Bell and GTE:** Direct gateway input Standard - 48 hours
Business Rules:	~~-~~For service order generated updates, 48 hour interval begins when service order is completed in SORD (Pacific Bell) - <u>For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.</u>
Notes:	

OSS OII Performance Measurements
Report Requirements

<u>*Collocation*</u>   **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description:	Measures the interval it takes an ILEC takes to respond to a CLEC's collocation request.
Method of Calculation:	Space Availability (# of Requests ~~Returned~~Completed in ~~"X"~~15 Calendar Days Interval) / (Count of Requests ~~Submitted~~Completed in Reporting Period) x 100 Price and Schedule Quote (# of Requests Completed in 30 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	    • Space Availability
	    • Price and Schedule Quote

Geographic Level:	Statewide

Measurable Standard:	**Space Availability -**
	      Standard -100% in 15 <u>calendar </u>days
	Price and Schedule Quote -
	      Standard - 100% in 30 <u>calendar </u>days

Business Rules:	• Excludes orders canceled by CLEC
	• ~~Applies to all requests for physical collocation space~~ <u>If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within 15-day period or after the 15-day period, the 15-day clock is restarted from the revised application receipt date</u>.
	
	<u>Following are the types of changes that trigger the restarting of the 15 day clock:</u>
	
	    • <u>Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility.</u>
	    • <u>HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units.</u>
	    • <u>Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows:</u>
	       1. <u>Asbestos abatement on a room or floor of a building</u>
	       2. <u>Construction of new interior partitions (walls) and doors to accommodate new HVAC system</u>
	       3. <u>Construction required to accommodate restroom access or modifications per code.</u>
	       4. <u>Construction or modification of building to facilitate proper emergency egress from the space per code.</u>
	       5. <u>Electrical wiring of space per code requirements.</u>
	
	• <u>For cageless collocation, if more than 10 collocation requests are submitted per region by one CLEC within 10 calendar days, the response interval for each additional 10 requests (by region) will extend by 10 calendar days. (Pacific Bell only)</u>

Notes:	• Interval <u>for both sub-measures</u> to begin upon receipt of valid request per valid published ILEC guidelines. • If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

Collocation   Measure 41

Title: Time to Provide a Collocation Arrangement)

Area	*Requirement Description*
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	(# of Collocation Arrangements Completed in "X" Interval) / (Total Number of Collocation Arrangements Completed During the Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	    • New
	    • Augment

Geographic Level:	Statewide

Measurable Standard:	**Benchmark for Pacific Bell:**
	    • New - 100% compliance within time intervals set in its tariffs
	    • Augmentation - 100% in 80 <u>calendar </u>days
	
	Benchmark for GTE:
	    • New - 90% compliance within 90 <u>calendar</u> days
	    • Augmentation - 100% in 80 <u>calendar</u> days

Business Rules:	• Excludes orders canceled by CLEC • <u>Excludes CLEC requested due dates greater than the standard interval.</u> • Applies to all requests for physical collocation space<u>.</u> Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. • <u>For cageless collocation, if more than 10 collocation arrangements are requested per region by one CLEC within 10 calendar days, the construction interval for each additional 10 requests (by region) will extend by 10 calendar days.(Pacific Bell </u>only)
Notes:	If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

<u>*Interfaces*</u>   **Measure 42**

Title: Percentage of Time Interface is Available

Area	Requirement Description
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	[((Number of Scheduled ~~System~~ Interface Available Hours) - (Number of Unscheduled ~~System~~ Interface Unavailable Hours)]) / Scheduled System Available Hours) x 100
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies), ILEC Affiliate
Reported By:	By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell for ~~systems~~ interfaces used by both ILEC and CLEC** **Benchmark for Pacific Bell (for all other ~~systems~~interfaces)and GTE (all ~~systems~~interfaces)** • Standard – 99.25%
Business Rules:	• Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours.
Notes:	• <u>GTE captures data on a nationwide basis and reports national results at a state level.</u>

OSS OII Performance Measurements
Report Requirements

<u>*Interfaces*</u>   **Measure 43**

Title: ~~Notification of Interface Outages~~   **<u>MEASURE DELETED</u>**

Area	Requirement Description
Description:	~~Measures the time it takes the ILEC to notify the CLEC of an outage of an interface.~~ <u>*Measure deleted - process is parity by design.*</u>
Method of Calculation:	~~((Number of Interface Outages where CLECs are notified within 15 minutes)/(Total Number of Interface Outages)) * 100~~
Report Period:	~~Monthly~~
Report Structure:	~~Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates~~
Reported By:	~~By interface type for all interfaces accessed by CLECs~~
Geographic Level:	~~Statewide~~
Measurable Standard:	~~**Pacific Bell and GTE:**~~ ~~**Benchmark**~~ ~~Standard – 97% in 15 minutes~~
Business Rules:	
Notes:	~~—~~

OSS OII Performance Measurements
Report Requirements

Title: Center Responsiveness

Area	Requirement Description
Description:	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center))
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by ILEC (if analog applies)
Report By:	• ILEC Ordering Center • ILEC Repair Center • ILEC Provisioning Center (Pacific Bell)
Geographic Level:	Statewide

Measurable Standard:	**Repair Centers**
	    Parity - Pacific Bell
	    Benchmark – GTE
	        Standard – average 17~~20~~ seconds
	
	Benchmark for Pacific Bell and GTE (Ordering Centers)
	        Standard – average 15 seconds (Pacific Bell)
	        Standard – average 17~~20~~ seconds (GTE)
	
	Benchmark for Pacific Bell Provisioning Center
	        Standard - average of 90 seconds

Business Rules:	
Notes:	• Measured by individual queue, if applicable, in each ILEC center. • GTE captures data on a nationwide basis and reports national results at a state level.

REPORTING PROCESS

Except as otherwise provided, performance reports will- be provided to the CLECs and the Public Utilities Commission by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. ~~Positive r~~Reporting will be ~~done for all measures, even those reported on an exception only basis.~~ activity based , i. e. where there is reportable data for the CLEC.

~~All measures were implemented by Pacific Bell for the June 1999 report month. GTE's implementation schedule for measures not available for the June 1999 report month is included below:~~

~~August 1999 Report Month (Delay Due to NOCV Conversion):~~
~~Measurement 4 - Percentage of Flow-Through Orders~~
~~Measurement 8 - Percent Completed Within Standard Interval~~
~~Measurement 9 - Coordinated Customer Conversion~~
~~Measurement 13 - Delay Order Interval to Completion Date~~
~~Measurement 24 - Percent Blocking on Common Trunks~~
~~Measurement 25 - Percent Blocking on Interconnection Trunks~~
~~Measurement 26 - NXX Loaded by LERG Effective Date~~
~~Measurement 27 - Network Outage Notification~~
~~Measurement 42 - Percentage of Time Interface is Available~~

~~November 1999 Report Month:~~
~~Measurement 12 - Percent Missed Due Dates Due to Lack of Facilities~~
~~Measurement 28 - Usage Timeliness (Resale Local & UNE)~~
~~Measurement 43 - Average Notification of Interface Outages~~
~~Missed Reason Code diagnostic data for Measurements 11,14,16-17,& 19-23~~
~~Measurement 10 - PNP~~LNP ~~Network Provisioning~~

~~December 1999 Report Month:~~
~~Measurement 18 - Average Completion Notice Interval (Fully Electronic Only)~~

~~February 2000 Report Month:~~
~~Measurement 2-Average FOC & LSC Notice Interval(Fully Electronic Only)~~
~~Measurement 3-Average Reject Notice Interval (Fully Electronic Only)~~

~~March 2000 Report Month:~~
~~Measurement 15 - Provisioning Trouble Reports~~

~~June 2000 Report Month:~~
~~Measurement 6 - Average Jeopardy Notice Interval~~

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data.. ILEC Affiliate data will be reported, at a minimum, separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by Pacific Bell and GTE with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

~~Pacific Bell~~ ILEC will provide data which comprise the results and which are readily available from the systems which provide the reportable data. ~~Pacific Bell~~ILEC will provide PON information associated with Ordering and Provisioning measures. ~~As respects GTE,~~ CLECs should request raw data ~~(including PONs for Ordering and Provisioning measures) from GTE~~ on an as-needed basis. ~~and~~ Pacific Bell will produce the current month's raw data within 15 days and the prior within 30 days. GTE ~~should~~ will provide the requested ~~respond by producing the requested~~ data within 30 days.

SERVICE GROUP TYPE DISAGGREGATION

Type	GTE	Pacific Bell
RESALE		
Residential POTS	X (incl. Res. ISDN BRI)	X
Business POTS	X (incl. Bus. ISDN BRI and PBX)	X
ISDN		
ISDN BRI		X
ISDN PRI		
CENTREX		X
PBX		X
PBX Analog		
PBX DID		
Specials (i.e., Designed Services)	X (incl. PRI)	
DDS		X
DS-1/ISDN PRI		X
DS-3		X
VGPL/DS0		X
UNBUNDLED NETWORK ELEMENTS		
UNE Loops		
Non-Designed	X	
UNE Loop 8dB weighted 2/4 wire analog basic/Coin		X *(incl. Analog PBX)*
Designed	X	
UNE Loop 5.5dB 2 or 4 wire analog assured		X
UNE Loop 2 wire Digital ISDN Capable		X
UNE Loop 2 wire Digital IDSL-capable		X
UNE Loop 2 wire Digital xDSL Capable		X
High Bandwidth Line Sharing UNE		X
UNE Loop 4 wire Digital (1.544mbps Capable)/HDSL(DS1)		X (incl. Digital PBX, HDSL)
UNE Loop PBX		
UNE Port		
Non-DesignedSpecials	X	X
UNE Port Analog (incl. PBX analog port)		X (incl. Coin)
UNE Port Coin		

Type	GTE	Pacific Bell
~~Designed~~Specials	X	X
~~UNE Port Centrex~~		X
~~UNE Port ISDN BRI~~		X

~~SERVICE GROUP TYPE DISAGGREGATION~~

Type	**GTE**	**Pacific Bell**
~~UNE Port ISDN PRI (including DS-1 line port)~~		X
~~UNE Port PBX DID~~		X
~~UNE Dedicated Transport~~	X	X
~~UNE Dedicated Transport DS-1~~		X
~~UNE Dedicated Transport DS-3~~		X
~~DARK FIBER~~		X
~~ENHANCED EXTENDED LINKS~~		
~~Voice Grade~~		X
~~DS1~~		X
~~DS3~~		X
~~OC~~		X
~~UNE PLATFORM~~		
~~Basic port and loop~~		X
~~Special port and basic loop~~		X
~~ISDN BRI port and loop~~		X
~~ISDN PRI port and loop~~UNE Platform (i.e., loop + port + transport)		X X
~~INTERCONNECTION~~		
~~Interconnection Trunks~~	X	X
~~PNP~~LNP		
	~~X~~	~~X~~
~~PROJECTS~~		
~~Projects~~	X	X

~~Consensus on disaggregation is defined by the above matrix.~~

~~INTERCONNECTION TRUNKS~~ ~~will be included in measures: 2, 7, 8, 11, 12, 13, 14,~~ 16, ~~19, 20, 21, 23, 25, 27, 31, 32, 33, 34.~~

PLNP ~~is considered a facilities based service group type. PNP~~LNP ~~will be a level of disaggregation for the following measures: 2, 4, 9, 10, 15, 16, 19, 20, 21, 23.~~

 3,15,
PROJECTS ~~are defined as follows:~~
 ~~**PB:** POTS greater than 20 lines, for Specials greater than 6 lines, and UNE Loops greater than 20 loops,~~ .

- **GTE:** Res and Bus POTS greater than 20 lines, PBX, ISDN and CentraNet greater than 6 lines, UNE Loops greater than 16 loops.

Results for **projects** are being considered as a separate level of disaggregation for measurements 2 and 7. For all other measures which have an SGT as a level of disaggregation, project results are included as part of the associated SGT.
- The current proposal being considered is the following:
  1. ILECs to study like sized projects, up to 50 lines, for CLEC/ILEC to determine if meaningful comparisons can be made. If this study shows that a meaningful comparison can be made, results for these types of projects will be reported for both ILECs and CLECs, and incentives applied as appropriate. ILECs have agreed to report this study, and study results are expected in April, 1999.
  3. If study results show that a meaningful comparison cannot be made, then the options are:
    - Report data, but no incentives apply.
    - Report no data on projects.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

- **New Service Installations**

- **Service Migrations without Changes**

- **Service Migrations with Changes**

- **Move and Change activities**

- **Feature Changes**

- **Service Disconnects**

AUDITING

Initial Audit:
~~The Parties agree that an Initial Audit will be performed to ensure that the individual ILEC reporting procedures are sound and that data collection and reporting are timely, accurate and complete. The Parties agree that the Initial Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results. This Audit, which will commence in August 1999, will be completed by a third party auditor. The third party auditor will be jointly selected by the ILEC and the CLECs. If the parties cannot agree on the auditor, the auditors selected by each party will jointly determine the auditor. Costs for the Initial Audit will be borne by the ILEC.~~

~~GTE's Initial Audit may be conducted in two phases. Phase One of the Initial Audit would include those measures reported prior to the commencement of the Initial Audit. Phase Two of the Initial Audit would commence in January 2000 and should include all of the additional measurements that were not audited in Phase One.~~

~~Pacific Bell and GTE shall submit the results of their Initial Audits to the Commission, and will distribute copies (which include only non-proprietary information) to Parties on the OSS OII service list~~(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:
~~The Parties also support an~~ A comprehensive ~~a~~Annual ~~comprehensive a~~Audit will be conducted of the ILECs' reporting procedures and reportable data. ~~The Parties agree that t~~The Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results, except as noted below~~. This audit would be on behalf of all CLECs and will be performed by a third party auditor. The third party auditor conducting the Annual Audit will be selected by the same method as the selection of the auditor for the Initial Audit.~~ A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

1. Jointly defining the Request for Proposal;
2. Jointly selecting a third party auditor;
3. Determining the scope and timing of the Annual Audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the Request for Proposal.

The Committee will convene every six months to discuss the Annual Audit. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys fees, to the prevailing party.

~~The ILEC will pay for fifty percent (50%) of the costs of the Annual Audits, and the other fifty percent (50%) of the costs will be divided among all CLECs for which measures are reported in any part of that year, in proportions mutually agreed to by the CLECs, and if no such agreement is reached, as determined by the Commission.~~

The comprehensive Annual Audits will be conducted every twelve (12) months, with the first such audit commencing twelve (12) months after the commencement of the Initial Audit; provided, in the case of GTE, the first Annual Audit will commence 12 months after the commencement of Phase Two of GTE's Initial Audit. At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

No Annual Audit shall commence within 12 months of the commencement of the previous Annual Audit. Notwithstanding any other provisions herein, the scope of the Annual Audit shall not exceed the previous 12 months. In addition, at least one comprehensive Annual Audit will be conducted every three years.

The costs of the Annual Audit will be divided 50% to the ILEC and 50% to the CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ('trunks"), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, the ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems for the OSS performance measures.

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys fees, to the prevailing party.

In the case of GTE, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of GTE's national systems, processes and procedures shall be determine on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all GTE states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by GTE and the CLECs as set forth in the paragraph above.

Mini – Audits:
In addition to an annual audit, Pacific Bell, GTE and CLECs agree that the CLECs would have the

right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC ~~would be~~is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year ~~shall commence with start of the Initial Audit or an Annual Audit~~will be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion).
Mini-Audits may be requested for months including and subsequent to the month in which ~~the Initial Audit or~~ an Annual Audit was initiated. ~~Mini-audits cannot be requested by a CLEC while the Initial Audit or an Annual Audit is being conducted (i.e. before completion).~~

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section II.c) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the ~~Initial~~ Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be "materially" misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is "materially" at fault will be based on the parameters of failure to perform: "materially" at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is "materially" at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:
- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing

- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene ~~in~~ on or around~~February 2000~~March 1, 2001 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. <u>The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90 day review period.</u> In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Cageless Collocation	Shall have the meaning set forth in FCC 1st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any subsequent, associated orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.

Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

DEFINITION OF TERMS

TERM	DEFINITION
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
High Bandwidth Line Sharing UNE	The frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit switched voiceband transmissions.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.

Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT CODES – PACIFIC BELL
MAC – COMPANY REASONS

CB	Marketing Error. LSC/ Business Office gave wrong due date or ordered incorrect product/service
CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH PBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - Senate Bill 101 (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Pacific Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	Missed Appointment Window - Senate Bill 101 (Work Load)

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
~~CF64~~ CA	Lack of Assignment
CS	Switching Error

MISSED APPOINTMENT CODES – PACIFIC BELL

MAC – CUSTOMER REASONS

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre-Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- Senate Bill 101 (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY
MISSED APPOINTMENT CODES – GTE

J - CODE / W - CODE		Description
50	00	System Default
51	01	Service Order Problems
52	02	Supplement Pending
53	03	Design Errors
54	04	Distribution Errors
60	10	Assignments
61	11	DORs
62	12	Work Orders
63	13	Installation Problem
71	21	Material Incorrect, Late, or Defective
74	24	Software Incorrect or Incomplete
75	25	Central Office or Field Not Ready/Installation Problems
80	30	OTC - Service Order Problems
81	31	OTC - Supplement Pending
82	32	OTC - IOF Assignment
83	33	OTC - Equipment Problems
84	34	OTC - Not Ready
90	40	Customer - Service Order Problems
91	41	Customer - Supplement Pending
92	42	Customer - No Access
93	43	Customer - Not Ready
94	44	Customer - No IC Response
96	46	Completed Not Reported
97	47	Control Company Not Ready
98	48	National / Local Emergencies
99	49	Customer - Other

The above applies to **SPECIAL SERVICES** only.
GTE does not have **"WHY MISS"** reason codes for retail. It is currently being developed.

DISPOSITION CODES

	PACIFIC BELL		GTE
01	TERMINAL EQUIPMENT	04	NETWORK FACILITIES
02	COMMUNICATIONS EQUIPMENT	05	COIN/COINLESS
02	OTHER STATION EQUIPMENT	05	E911
02	TERMINAL EQUIPMENT	06	OUTSIDE PLANT
03	NETWORK TERMINATING FACILITIES	07	INTEROFFICE FACILITIES
04	OUTSIDE PLANT	09	SERVICE ORDER
05	CENTRAL OFFICE	10	RECORDS
06	CUSTOMER MISUSE	11	CARRIER (FIELD) OR CONCENCENTRATOR
07	TEST OK	12	CENTRAL OFFICE
08	FOUND OK - IN	13	TEST OKAY
09	FOUND OK – OUT	15	CAME CLEAR
10	REFERRED OUT	16	CUSTOMER
12	NON-TELCO PROVIDED	17	EXCLUDE
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	18	REFERRED OUT
		19	CPE
	PACIFIC BELL CAUSE CODES		
1	TELCO EMPLOYEE		
2	NON-EMPLOYEE		
3	PLANT OR EQUIPMENT		
4	WEATHER		
5	OTHER		
6	UNKNOWN		

Implementation Timeline for Pacific Bell Changes to JPSA

Item No.	Measure	Sub-Measure	Change	Date of Change*
		*Note: Implementation interval begins when revised JPSA is ordered by the Commission		
1	1	Electronic Pre-order Queries	Measure as total transaction time	Completed
2		Electronic loop qual sub-measure	New sub-measure	Completed
3		Manual loop qualification	New sub-measure	Completed
4		CSR sub-measures	Change project limit to 50 TNs	30 Days
5	2	Projects	New sub-measure	30 Days
6		Sub-measures associated with xDSL and Line /Sharing, ISDN, channelized DS1, DS3 and Unbundled Ded. Transport (DS3)	Exclude pre-qual time	Completed
7		Held and Denied Interconnection Trunk reports	Measure at parity with retail	90 Days
8	3	Line Sharing	New sub-measure	Completed
9		Standalone Directory Listings	New sub-measure	90 Days
10		Projects	New sub-measure	30 Days
11		Sub-measures associated with xDSL and Line /Sharing, ISDN, channelized DS1, DS3 and Unbundled Ded. Transport (DS3)	Exclude pre-qual time	Completed
12	4			
13	5	"Electronic interface" disaggregation	Eliminate disaggregation	60 Days
14		"Lack of facilities and all other" disaggregation	Eliminate disaggregation	60 Days
15		2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
16	5	Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
17		UNE Platform sub-measures	New Sub-measures	90 Days
18		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
19		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
20		Raw Data	Include jeopardy codes	60 Days
21	6	"Electronic interface" disaggregation	Eliminate disaggregation	60 Days
22		"Lack of facilities and all other" disaggregation	Eliminate disaggregation	60 Days
23		2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
24		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
25		UNE Platform sub-measures	New Sub-measures	60 Days
26		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
27		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	60 Days
28		Raw Data	Include jeopardy codes	60 Days
29	7	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
30		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
31		UNE Platform sub-measures	New Sub-measures	90 Days

32		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 days
33	7	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
34		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
35	8	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	90 Days
36		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
37		UNE Platform sub-measures	New Sub-measures	90 Days
38		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 days
39		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
40		UNE port sub-measures	Consolidate to UNE Port (special)	90 Days
41	9	Total measure	Base measures on total cutovers scheduled, not total coordinated conversion orders	Completed
42	9A	Total measure	Implement this new measure	180 Days
43	10	Total measure	Change to benchmark	Completed
44		Total measure	Exclude large ports (greater than 500 TNs)	30 Days
45	11	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
46		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
47		UNE Platform sub-measures	New Sub-measures	90 Days
48		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
49	11	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
50		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
51	12	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
52		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
53		UNE Platform sub-measures	New Sub-measures	90 Days

54		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
55		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
56	13	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
57		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
58		UNE Platform sub-measures	New Sub-measures	90 Days
59		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
60		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
61	14	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
62		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
63		UNE Platform sub-measures	New Sub-measures	90 Days

64		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
65	14	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
66		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
67	15	UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
68	15A	Total measure	Implement new measure	60 Days
69	16	UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
70		Total measure	Redefine measure to only include special service orders	30 Days
71	17	Total measure	Implement measure to only include non-special service orders	30 Days
72	18	Fully electronic sub-measures	Eliminate fallout results from sub-measures	30 Days
73		Fully electronic fallout sub-measures	Implement new sub-measures	30 Days
74	35	Total measure	Implement new measure (Phase 1) Implement billing notification process (Phase 2)	90 Days TBD
75	19, 20, 21, 23	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
76		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
77		UNE Platform sub-measures	New Sub-measures	90 Days
78		All UNE Loop sub-measures	Exclude feature only orders from Retail analog	60 Days
79		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
80	19, 20, 21, 23	UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
81		UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
82	22	All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
83		UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
84	24	Total measure	Report at statewide level and make available detail at trunk group level for not meeting 2% or less blocking level	Completed
85	25	Total measure	Report at statewide level and make available detail at trunk group level for not meeting parity	Completed
86		Total measure	Exclude performance failures caused by CLEC not completing growth provisioning on time	30 Days
87	26	Total Measure	Exclude performance failures where no test number provided or interconnection facilities not installed	30 Days
88	27	Total Measure	Eliminate measure	30 Days
89	28	Jointly provided switched access sub-measure	Change from benchmark to parity comparison	30 Days

90	29, 36	Total measure	Report results using new business rules	Completed CLEC Provided Data
91	31	UNE and Facilities/Interconnect sub-measures	Redefine data collection period to collect all usage data occurring in past 30 days and processed within 3 business days of the end of the month	180 Days
92	32,33	Total measure	Exclude late charges resulting from mandated billing changes that cannot be implemented in a timely manner	30 Days
93	34	Total measure	Exclude late charges resulting from mandated billing changes that cannot be implemented in a timely manner	30 Days
94	37, 38	LIDB sub-measure (service order generated updates)	Implement new sub-measure	180 Days
95	43	Total Measure	Eliminate measure	Completed
96	44	ILEC Prov. Center sub-measure	Implement new sub-measure	Completed

Implementation Timeline for GTE Changes to JPSA

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
1	1	Average Response Time OSS	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
2		Average Response Time-Legacy (GTE and CLEC)	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
3		Average Response Time-CSR	New Rule: "Clock Hours Excludes Non-Business Days"	120 Days
4		Average Response Time-CSR	New Rule: "Elapsed Time For Manual Processes Tracked During Published Business Hours"	Complete
5		Average Response Time-CSR WISE	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
6		Average Response Time-CSR Fully Electronic	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
7		Loop Qualification Transaction Time	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
8		Average Response Time OSS	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
9		Average Response Time-Legacy (GTE and CLEC)	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
10		Average Response Time-CSR	Replace "X Business" with "24 Clock"	120 Days
11		Average Response Time-CSR	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
12		Average Response Time-CSR WISE	Replace "X Business" with "3 System"	120 Days
13		Loop Qualification Transaction Time	Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)	30 Days
14		Average Response Time-Legacy (GTE and CLEC)	Insert "To Legacy System" In Denominator	30 Days
15		Average Response Time OSS	Legacy Result + 5 Seconds	150 Days
16		Average Response Time-CSR	Change to "98% in 24 Hours"	120 Days
17		Average Response Time-CSR WISE	Change to "98% in 3 System Hours"	120 Days
18		Average Response Time OSS	Title should be Pre-Order Query Transaction Time	30 Days
19		Average Response Time-Legacy (GTE and CLEC)	Title should be Legacy System Transaction Time	30 Days
20		Average Response Time-CSR	Replace Title with "Response Time- Manual CSRs"	30 Days
21		Average Response Time-Legacy (GTE and CLEC)	Display Legacy Results Only In GTE Columns (No Information To Be Displayed Under CLEC-Related Columns)	30 Days
22	2	Average FOC Notice Interval	1) Excludes delays caused for customer reasons; 2) Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours; 3) Business day = Monday through Friday, excluding weekends and ILEC published holidays.	150 Days

[7] **"Date of Change" field explanation. Assuming a PUC order on 7/31/2000, 30 Days=Aug. report month, 60 Days = Sept. report month, 90 Days = Oct. report month, 120 Days = Nov. report month, 150 Days = Dec. report month.**

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
23		Average LSC Notice Interval	1) Excludes delays caused for customer reasons; 2) Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours; 3) Business day = Monday through Friday, excluding weekends and ILEC published holidays.	150 Days
24		Average FOC Notice Interval	Change benchmark for Interconnection Trunks from "Average 5 Days" to "Average 5 Business Days"	150 Days
25		Average LSC Notice Interval	Standalone Directory Listings as a separate disaggregation.	120 Days
26	3	Average Reject Notice Interval	New Rules: 1) "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours;" 2) Business day = Monday through Friday, excluding weekends and ILEC published holidays; 3) Excludes delays caused for customer reasons.	150 Days
27		Average Reject Notice Interval	Clarify "Mechanized" denominator calculation from "# of Orders Rejected" to "(Number of Mechanized Orders Rejected in the Reporting Period)"	30 Days
28		Average Reject Notice Interval	Clarify "Manual" denominator from "Number of Faxes Submitted" to "Number of Faxes Rejected"	30 Days
29		Average Reject Notice Interval	Add UNE line sharing (total of conditioned and non-conditioned) and stand alone directory listings.	120 Days
30	4	Percentage of Flow Through Orders Currently Programmed	Add "Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors."	150 Days
31		Percentage of Flow Through Orders	Add "Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors."	150 Days
32		Percentage of Flow Through Orders Currently Programmed	Change numerator from "mechanized orders" to "electronically received orders" and change denominator from "mechanized service request" to "electronically received orders."	30 Days
33		Percentage of Flow Through Orders	Change numerator from "mechanized orders" to "electronically received orders" and change denominator from "mechanized service request" to "electronically received orders."	30 Days
34		Percentage of Flow Through Orders	Remove SGT/SOT requirements; replace with "All electronically received orders."	120 Days
35		Percentage of Flow Through Orders Currently Programmed	Remove SGT/SOT requirements; replace with "All electronically received orders programmed to flow through."	120 Days
36	5	Percentage of Orders Jeopardized	Raw data will include jeopardy codes- LSRs.	Complete
37		Percentage of Orders Jeopardized	Raw data will include jeopardy codes- ASRs.	Complete
38		Percentage of Orders Jeopardized	Remove "By electronic interface" and "By lack of facilities and all other"- LSRs.	120 Days
39		Percentage of Orders Jeopardized	Remove "By electronic interface" and "By lack of facilities and all other"- ASRs.	120 Days
40		Percentage of Orders Jeopardized	Reference SGT Table- LSRs.	150 Days
41		Percentage of Orders Jeopardized	Reference SGT Table- ASRs.	150 Days
42		Percentage of Orders Jeopardized	Change title from "Percentage of Orders (LSRs) Given Jeopardy" to "Percent of Orders Jeopardized"- LSRs.	30 Days
43		Percentage of Orders Jeopardized	Change title from "Percentage of Orders (ASRs) Given Jeopardy" to "Percent of Orders Jeopardized"- ASRs.	30 Days
44	6	Average Jeopardy Notice Interval	Raw data will include jeopardy codes.	30 Days
45		Average Jeopardy Notice	Change denominator from "Order Jeopardized" to "Assignment Jeopardy	30 Days

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
		Interval	Notices" for the assignment calculation.	
46		Average Jeopardy Notice Interval	Remove "By electronic interface" and "By lack of facilities and all other." Note: this applies to all three "Methods of Calculation."	150 Days
47		Average Jeopardy Notice Interval	Reference SGT Table; note: SGT applies to all three "Methods of Calculation"	150 Days
48	7	Average Completed Interval	Add 1) GTE will not exclude projects; 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	Complete
49		Average Completed Interval	Reference SGT Table	150 Days
50	8	Percent Completed within Standard Interval	Add 1) GTE will not exclude projects; 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
51		Percent Completed within Standard Interval	Remove Excludes services with flexible due date i.e., B1/R1 Service (GTE).	Complete
52		Percent Completed within Standard Interval	Reference SGT Table	Complete
53	10	PNP Network Provisioning	Change all references from PNP to LNP.	120 Days
54		PNP Network Provisioning	New business rule reads: "Provisioning failure data will be collected as follows: · Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)."	120 Days
55		PNP Network Provisioning	Change from parity to benchmark of 2% failure.	120 Days
56	11	Percent of Due Dates Missed	Add business rules: 1) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review; 2) Excludes records only ILEC official orders.	Complete
57		Percent of Due Dates Missed	Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data" to "ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request."	30 Days
58		Percent of Due Dates Missed	Reference SGT Table	150 Days
59	12	Percent of Due Dates Missed Due to Lack of Facilities	Reference SGT Table	150 Days
60	13	Delay Order Interval to Completion Date (For Lack of Facilities)	Reference SGT Table	150 Days
61	14	Held Order Interval	Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data" to "ILECs will provide disaggregation by Jeopardy Code as diagnostic data upon raw data request."	30 Days
62		Held Order Interval	Reference SGT Table	150 Days
63	15	Provisioning Trouble Reports	New Business rule: Excludes new service installations. Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
64	15A	Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	New Measure. Same business rules (with modifications) on PM 15 apply to PM15A.	120 Days
65			New Measure (Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared. and	120 Days

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
		Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	verified with the CLEC)/ (Total Number of Provisioning Trouble Reports)	
66		Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	New Measure Reference SGT Table; also by "Affecting Service" and Out of Service."	120 Days
67	16	Percentage Troubles in 30 days for New Orders	Change from 1) "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
68		Percentage Troubles in 30 days for New Orders	Reference SGT Table	150 Days
69		Percentage Troubles in 30 days for New Orders	Change title from "New Orders" to "Designed Service Orders"	30 Days
70	17	Percentage Troubles in 7 Days for New Orders- GTE Only	Change from 1) "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
71		Percentage Troubles in 7 Days for New Orders- GTE Only	Change denominator from "Total new, move and change orders" to "Total new, move and change completed orders"	30 Days
72		Percentage Troubles in 7 Days for New Orders- GTE Only	Reference SGT Table	150 Days
73	18	Average Completion Notice Interval	New rules: Completion Notices on disconnect orders are only on CLEC disconnect orders (not on ILEC retail disconnect orders) For All Other Interfaces.	Complete
74		Average Completion Notice Interval	New rules: 1) System hours will be used for fully electronic sub-measures; 2) Completion Notices on disconnect orders are only on CLEC disconnect orders (not on ILEC retail disconnect orders) for Fully Electronic.	Complete
75		Average Completion Notice Interval	Change from "Sum (# of Completion Notices Returned within "X" Interval) / (# of Orders Completed) x 100 to "(Number of Completion Notices Returned within "X" Interval) / (Number of Orders Returned Using All Other Processes) x 100 For All Other Interfaces	30 Days
76		Average Completion Notice Interval	Change from "Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed) to (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 for Fully Electronic	120 Days
77		Average Completion Notice Interval	Change from "Average Completion Notice Interval" to "Completion Notice Interval" for All Other Interfaces.	30 Days
78		Average Completion Notice Interval	Change from "Average Completion Notice Interval" to "Completion Notice Interval" for Fully Electronic.	120 Days
79		Average Completion Notice Interval	Change from "Average Completion Notice Interval (LSC)" to "Completion Notice Interval" for the WISE Web Display.	120 Days
80	19	Customer Trouble Report Rate	New business rules: 1) Excludes provisioning trouble reports; 2) Include Test okay (TOK) and Found Okay (FOK) reports; 3) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation	Complete

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
			by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 4) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	
81		Customer Trouble Report Rate	Reference SGT Table	150 Days
82	20	Percentage of Customer Trouble not Resolved within Estimated Time	New business rules: 1) Include Test okay (TOK) and Found Okay (FOK) reports; 2) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 3) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review; 4) Excludes provisioning trouble reports.	Complete
83		Percentage of Customer Trouble not Resolved within Estimated Time	Reference SGT Table	150 Days
84	21	Average Time to Restore	New business rules: 1) Excludes provisioning trouble reports; 2) Include Test okay (TOK) and Found Okay (FOK) reports; 3) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 4) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
85		Average Time to Restore	Reference SGT Table	150 Days
86	22	POTS Out of Service less than 24 Hours	Business rule change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
87		POTS Out of Service less than 24 Hours	Reference SGT Table	150 Days
88	23	Frequency of Repeat Troubles in 30 day period	Business rule change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
89		Frequency of Repeat Troubles in 30 day period	Reference SGT Table	150 Days
90	24	Percent Blocking on Common Trunks	ILEC will make available detailed information (trunk group identifier, CLLI A, CLLI Z, blocking level) for all trunk groups not meeting 2% blocking level with the monthly report.	120 Days
91	24	Percent Blocking on Common Trunks	Remove "Includes Histogram Distribution Chart" and performance measure 24b.	120 Days
92		Percent Blocking on Common Trunks	Report by Total Trunk Groups.	120 Days
93	25	Percent Blocking on Interconnection Trunks	Add new business rule "Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date."	120 Days
94		Percent Blocking on Interconnection Trunks	Remove: 1) Includes histogram distribution chart and move to Business Rules "2) Applies to those trunks where the ILEC has augmentation control; 3) Does not apply when trunks are provisioned as two-way trunks."	Complete
95		Percent Blocking on Interconnection Trunks	Remove "Includes Histogram Distribution Chart" and performance measure 25b.	120 Days
96		Percent Blocking on Interconnection Trunks	Report by Total trunk groups, ILEC end office to CLEC end office, and ILEC tandem to CLEC end office.	120 Days
97	26	NXX Loaded by LERG Effective Date	Add new business rule: Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or	Complete

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
			because CLEC facilities have not been installed.	
98		NXX Loaded by LERG Effective Date	Add business rule: NXX activity includes additions and deletions (being returned to industry for reuse).	Complete
99	27	Network Outage Notification	Delete PM.	30 Days
100	30	Wholesale Bill Timeliness	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.	Complete
101		Wholesale Bill Timeliness	Change "X" to "10 calendar."	30 Days
102		Wholesale Bill Timeliness	Clarify benchmark to 99% within 10 calendar days.	Complete
103	31	Usage Completeness	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.	Complete
104	32	Recurring Charge Completeness	Change from "The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill" to "The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill." New business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	120 Days
105		Recurring Charge Completeness	Clarify calculation to "(Dollar amount of fractional recurring charges that are on the correct bill */ total dollar amount of fractional recurring charges that are on bill) x 100"	30 Days
106	33	Non-Recurring Charge Completeness	Change from "The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill" to "The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill." New business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	120 Days
107		Non-Recurring Charge Completeness	Clarify calculation to "(Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100"	120 Days
108	34	Bill Accuracy	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result; new business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	Complete
109	40	Time to Respond to a Collocation Request - Space Availability	If CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within 15-day period, 15-day clock is restarted from revised application receipt date- Open Issue.	30 Days
110		Time to Respond to a Collocation Request - Price and Schedule Quote	Change from (# of Requests Returned in "X" Interval) / (Count of Requests Submitted in Reporting Period) x 100 to (# of Requests Completed in 30 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100	30 Days
111		Time to Respond to a Collocation Request - Space Availability	Change from (# of Requests Returned in "X" Interval) / (Count of Requests Submitted in Reporting Period) x 100 to (# of Requests Completed in 15 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100	30 Days
112		Time to Respond to a Collocation Request - Price and Schedule Quote	Clarify benchmark to 100% in 30 calendar days.	Complete
113		Time to Respond to a Collocation Request - Space Availability	Clarify benchmark to 100% in 15 calendar days.	Complete

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
114		Time to Respond to a Collocation Request - Price and Schedule Quote	Change title to "Time To Respond To A Collocation Request - Price and Schedule Quote"	30 Days
115		Time to Respond to a Collocation Request – Space Availability	Change title to "Time To Respond To A Collocation Request - Space Availability"	30 Days
116	41	Time to Provide a Collocation Arrangement – New	New business rule: Excludes CLEC requested due dates greater than the standard interval.	120 Days
117		Time to Provide a Collocation Arrangement - Augment	New business rule: Excludes CLEC requested due dates greater than the standard interval.	120 Days
118		Time to Provide a Collocation Arrangement - New	Clarify benchmark to 90% compliance within 90 calendar days.	Complete
119		Time to Provide a Collocation Arrangement - Augment	Clarify benchmark to 100% in 80 calendar days.	Complete
120		Time to Provide a Collocation Arrangement - New	Change to "Time To Provide A Collocation Arrangement - New"	30 Days
121		Time to Provide a Collocation Arrangement - Augment	Change to "Time to Provide a Collocation Arrangement - Augment"	30 Days
122	42	Percent of Time Interface is Available	Clarification: Change from ((Number of Scheduled System Available Hours) - (Number of Unscheduled System Unavailable Hours)) / Scheduled System Available Hours) x 100 to [(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)] / (Scheduled System Available Hours) x 100	30 Days
123		Percent of Time Interface is Available	Clarify: GTE captures data on a nationwide basis and reports national results at a state level.	Complete
124		Percent of Time Interface is Available	Clarify: change from GTE (all systems) Standard – 99.25% to GTE (All Interfaces) Standard - 99.25%	Complete
125		Percent of Time Interface is Available	Add ILEC affiliate.	Complete
126	43	Notification of Interface Outages	Delete PM.	30 Days
127	44	Center Responsiveness	Clarify GTE captures data on a nationwide basis and reports national results at a state level.	Complete
128		Center Responsiveness	Change benchmark from Standard – average 20 seconds to Standard – average 17 seconds for both repair and ordering centers.	30 Days